Responder Guide 4.0

DISASTER HEALTHCARE VOLUNTEERS

State of California Disaster Healthcare Volunteers Site

NOTE: This document is suitable for double-sided printing.

RESPONDER

CORES™ Version 4.0
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Table of Contents

Glossary

Accommodations Places where a responder might potentially stay during a deployment.

Account Collection of information that identifies a CORES user.

Account Creation First step in registration. Create a username and password and agree to the Terms of Service and Privacy Policy of CORES.

Account Settings Options such as account status, recent photo, role, username, password, secret question and answer, emergency responder card request status, and display preferences are editable from the Account Settings page.

Account Status The status of the specific account. It could be active, inactive, or closed.

Account Type The type of account. Differentiated between responder accounts and all types of administrator accounts.

Action Successful Alert A green banner at the top of the page indicates that an action was successfully completed.

Actions A specific process that is initiated by the user.

Adobe Acrobat Portable Document Format (PDF) A fixed-layout format used for representing two-dimensional documents in a manner independent of the application software, hardware, and operating system. Adobe® Reader® needs to be installed on your computer to open and read the PDF.

Boolean Logic A type of logic often used in computer systems that uses logical operators such as AND, OR, NOT, and NOR for decision making.

Breadcrumb Navigation Underneath the main navigation bar are text links to help users keep track of where they are within CORES. These links can be used to move forward and backward within CORES.

Call Center Operator An account type that has limited access to the system resulting in reduced administrator functionality. Useful account type for mass registration of responders.

Caution Alert A yellow banner at the top of the page alerts the user to choose this action with caution. The action cannot be reversed and should be considered carefully.

Checkboxes Checkboxes are used for selecting one or multiple items. Check- boxes are also used in tables where single or multiple selections can be made. Selecting the table header checkbox will select all in the table.

Check-in Location A location where responders can check in before performing services during a mission.

Comma Separated Value (CSV) File A spreadsheet-like file format; typically viewed in an application such as Microsoft Excel.

Contact Information Contact method type can be email, phone, mobile phone, fax, pager, or text message.

Credential Verification Various ways of connecting to licensure databases to verify a responder's credentials.

Credentials Verification Organization (CVO) A CVO certification is available to organizations that conduct credentials verification, report the credentialing information to clients, and have systems in place to protect the confidentiality and integrity of the information.

Deployment The distribution of several groups of responders in response to an emergency.

Deployment Preferences Where responders are willing to travel, how long they are willing to be deployed, and any other emergency response commitments.

Drop Down Menu Drop down menus are used throughout CORES to display options for actions, filtering, sorting, searching, and field values.

Emergency Credential Level Part of the ESAR-VHP guidelines, a way to determine how much credential information has been accepted and verified about a particular individual.

Emergency System for Advance Registration of Volunteer Health Professionals (ESAR-VHP) ESAR-VHP System is an electronic database of health care personnel who volunteer to provide aid in an emergency. An ESAR-VHP System must (1) register health volunteers, (2) apply emergency credentialing standards to registered volunteers, and (3) allow for the verification of the identity, credentials, and qualifications of registered volunteers in an emergency.

ERC (Emergency Responder Card) Administrator An account type that has access rights which are limited to exporting information for emergency responder identification cards.

Error Indicators An error message in a red banner will appear at the top of the page when an error occurs. The field where the error occurred will also be highlighted in red.

ESF #8 The ESF (Emergency Support Function) is a mechanism that consolidates multiple agencies that perform similar or like functions into a single, cohesive unit to allow for the better management of emergency response functions. ESF #8, Public Health and Medical Services includes behavioral health needs of incident victims and response workers, additional medical response assistance for medical needs populations, and veterinary and/or animal health issues.

Expandable Table Row A plus sign [+] in front of a row indicates that the row is expandable. Click on the plus sign to expand the row to display additional information.

Export A method to transfer information from the system to a document.

Filters Filters will show information within a table that meets certain criteria. Use the drop down menu at the upper right above the table to filter display results.

Full Registration Identical to the regular registration process in Chapter 2, Registration and used when a responder does not have a computer and an administrator is manually completing the registration process for that responder.

Groups Ad-hoc custom-created rosters of responders from within CORES.

Help Displayed instructions are available on each page by clicking the Help links. The Help link in the upper right hand corner of the page will access the Help index for the entire site. The Help links within the orange header bars will access help text for that specific section.

Highlighted Table Rows If a table row highlights pale orange when your cursor rolls over it, that indicates that the row is interactive. Clicking on the row will open a screen with more detailed information.

Identity Includes name, address, and identifying information such as date of birth, gender, and height. Optional information includes state license number and license endorsements.

Incident Command System (ICS) The ICS is a management system designed to enable effective and efficient domestic incident management. The system integrates a combination of facilities, equipment, personnel, procedures, and communications operating within a common organization structure, designed to enable effective and efficient domestic incident management.

Internal Message A message sent and received through the CORES's internal messaging system.

Local Administrator An account type that has access rights that include creating missions, notifications, and accepting or declining responders only within their unit.

Medical History Information about immunizations, allergies, and special needs.

Medical Reserve Corps (MRC) The MRC was founded in 2002. It is a partner program with Citizen Corps, a national network of responders dedicated to ensuring hometown security. Citizen Corps, along with AmeriCorps, Senior Corps, and the Peace Corps are part of the President's USA Freedom Corps, which promotes volunteerism and service nationwide. MRC units are community-based and function as a way to locally organize and utilize volunteers who want to donate their time and expertise to prepare for and respond to emergencies and promote healthy living throughout the year. MRC volunteers supplement existing emergency and public health resources.

Message Priority The priority of a message, either normal (a standard message priority) or urgent (a message that contains a label marking it as urgent).

Mission A potential deployment situation.

Mission Manager A module within CORES to help administrators locate, request, and deploy responders during an emergency situation or pre-planned incident.

Navigation Tabs The tabs near the top of the page link to the main page of CORES. Clicking on them will populate a row of links underneath the tab. These links are referred to as the secondary navigation bar.

Occupation Category The type grouping for occupations, either medical or non-medical.

Occupation Credential Information Occupation categories, types, and current status. Options are: Licensed and Active, Licensed and Active Part-Time, Licensed and Inactive for Less than 5 Years, Licensed and Inactive for More than 5 Years, Non-Licensed and Active, Non-Licensed and Retired, Non-Licensed and Student. Up to three (3) licenses, memberships, work experiences, and other categories are accepted.

Occupation Type The profession of a responder. Includes physician, registered nurse, psychologist, etc. for medical; and accountant, electrician, engineer, etc. for non-medical.

Password Responder passwords must be at least six (6) characters long, include at least one numeral, one letter, and contain no spaces. Administrator passwords must be at least eight (8) characters long, include one numeral, one letter and contain no spaces. Passwords are case sensitive.

Preparation and Reimbursement Various mission aspects that deal with how responders should prepare for a mission, as well as any reimbursements entitled to them after a mission is completed.

Profile All information collected during registration, including identity, membership, deployment preferences, contact, skills and certifications, training, occupations, and medical history. Profile also includes a special link, Account Settings, to edit specific account information.

Progress Alert The progress alert symbol is used to identify areas of the site where further action may be required on the part of the user.

Protections and Coverages Any protective policies that are in place for a responder during a mission. An example would be Worker Compensation.

Quick Registration Rapidly collects basic personal and credential information about a responder. Used for just-in-time responders who are registering on-site or via a call center and need to be quickly catalogued and managed.

Quick Search Provides instant search results when searching for a responder or group by name.

Radio Buttons Radio buttons are used when only one selection can be made from the available options.

Regional Administrator An account type with access rights that are the same as local administrators with enhanced access for multiple units.

Registration A 10-step process to make responders available within the system.

Requesting Authority An outside party that requests assistance during an emergency or an event.

Required Fields Asterisks (*) indicate required fields. An error will occur if information is not entered in a required field.

Responder Any person who could potentially respond during a disaster situation. Access rights include the ability to view mission information when assigned, ability to view messages, and send internal messages to their local/regional administrator.

Responder Request The mechanism to request qualified medical and non-medical responders for a deployment or mission.

Responder Status Responder statuses are classified as one of the following: accepted, declined, researching, or pending.

Roles See specific roles: Local Administrator, Regional Administrator, State Administrator, Responder, Call Center Operator,

Schedule Manager A module that aids administrators in managing personnel during an activation by allowing rostered responders to be placed in shifts over the course of a deployment.

Secondary Navigation Bar The links that populate underneath the main navigation tabs are referred to as the secondary navigation bar.

Service Location The location where responders will be providing service during an emergency or event.

Skills and Certifications Health skills, non-health skills, and prior disaster experience.

State Administrator An account type that has full access rights within CORES to create missions, send notifications, check system utilities, and access every unit within the system.

Strategic National Stockpile (SNS) The Strategic National Stockpile (SNS) of the U.S. Centers for Disease Control (CDC) is a national repository of antibiotics, chemical antidotes, antitoxins, life-support medications, IV administration, airway maintenance supplies, and medical/surgical items. The SNS is designed to supplement and re-supply state and local public health agencies in the event of a national emergency anywhere and at anytime within the U.S. or its territories.

Swap Boxes Swap boxes are used to include or exclude criteria when conducting a search. To use a swap box select the criteria and click the Add button. To remove criteria select the items and click the Remove button. Multiple items can be selected by pressing Ctrl or Shift while clicking. Deselect one or more items by pressing Ctrl or Shift while clicking the item.

Table Navigation When there are more results than will fit within a table, single and double arrows will display at the top right and bottom right of the table. Click on the single arrow to navigate to the next or previous page of the table. Click the double arrow to navigate to the first or last page of the table.

Table Sorting Each table within CORES can be sorted according to its column headings. Click on the arrow to sort either ascending or descending.

Template A method of storing options when creating messages, deployments, and responder requests.

Training Any sort of training class or certification class that a responder has taken and finished that provides a skill.

Unit Predefined collections of responders in which responders can request membership.

Username Unique identifying name.

Voice Notification A method to notify responders using a text-to-speech engine to call and inform responders of an emergency.

1

Getting Started

Guide Conventions

CORES uses several conventions to help make accessing information easy and efficient. These conventions are:

- Standard User-Friendly Terminology
- Step-by-Step Instructions
- Notes, Tips, and Important

Standard User-Friendly Terminology

CORES uses common terms for actions performed using a computer and mouse. The following table provides instructions on how to perform the most common actions.

Table 1: User-Friendly Terminology

TERM	ACTION
Click	Point to the item, then quickly press and release the left mouse button.
Double Click or Open	Point to the item, then quickly press and release the left mouse button twice.
Expand	In table view, click the [+] (plus sign) next to the item to expand the table row.
Rollover or Point	Move the mouse pointer until it is positioned over the item to select. The table row in CORES will highlight light orange.
Scroll	Click the scroll box in the vertical or horizontal scroll bar and drag the scroll box up or down to see portions of the page that are not currently visible. Scrolling changes only what is displayed, not the content.
Select	Click the item to select. Selected items will appear in a different color to indicate they are selected. To select multiple items, press Ctrl or Shift on the keyboard while you click. To deselect one or more items, press Ctrl or Shift and click the item again.

Step-by-Step Instructions

All Step-by-Step instructions begin with a sentence in boldface type describing the task. The steps needed to perform that task are sequentially numbered.

Below is an example of how the Step-by-Step instructions are formatted:

To edit profile information

1. Click on the Profile tab from the Responder Home Page.
2. To edit any part of a profile, click on the corresponding link in the secondary navigation bar.
3. The screen for that link will appear. Click the Edit Information button to make changes.
4. When editing is complete, click the Save Changes button.
5. A history of all the changes made to the profile will be viewable in the History of Changes table at the bottom of the page. Click on the arrow to expand the History of Changes table.

Note, Tip, and Important

When italic text appears preceded by the words Note:, Tip:, or Important:, information will be provided that will further explain a topic or provide a helpful hint that will increase productivity and enhance the user experience.

Becoming Familiar with the CORES Interface

Below are highlights of the features in the CORES interface.

Table 2: CORES Interface Elements

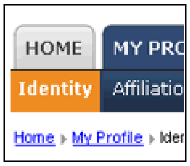
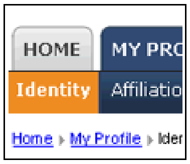
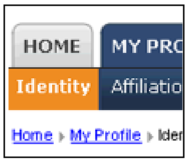
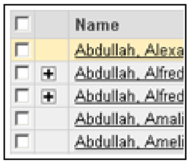
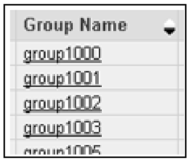
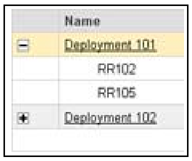
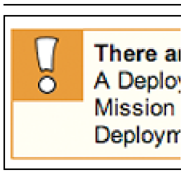
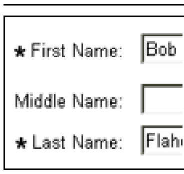
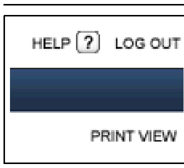
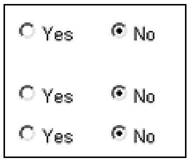
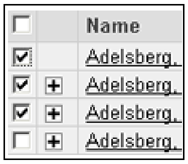
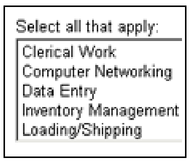
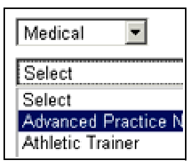
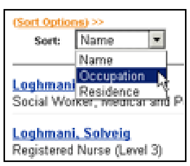
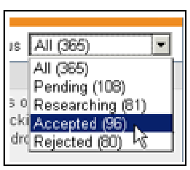
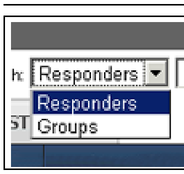
	**Navigation Tabs** The tabs near the top of the page link to the main pages of CORES. Clicking on them will populate a row of links underneath the tab.
	**Secondary Navigation Bar** The links that populate underneath the main navigation tabs are referred to as the secondary navigation bar.
	**Breadcrumb Navigation** Underneath the main navigation are text links to help users keep track of where they are within CORES. These links can be used to move forward and backward within CORES.
	**Highlighted Table Row** If a table row highlights light orange when the mouse cursor rolls over, that indicates that the row is interactive. Clicking on the row will open a screen with more detailed information.
	**Table Sorting** Each table within CORES can be sorted according to its column headings. Click on the arrows in the table header to sort either ascending or descending.
	**Table Navigation** When there are more results than will fit within a table, single and double arrows will display at the top right and bottom right of the table. Click on the single arrow to navigate to the next or previous page of the table. Click the double arrow to navigate to the first or last page of the table.
	**Alphabet Slider** Search results are listed in alphabetical order. The Alphabet Slider can be used to change the sort list from one letter to another. Click on the letter of the alphabet that you would like to view.

Table 2: CORES Interface Elements

	**Mini-Profile** Responder Mini-Profile provides quick access to personal information about the responder, such as More Contact Numbers, More Email Addresses, and More Unit Affiliations. To collapse the Responder Mini-Profile on the page, click on the double arrow icon again under the checkbox next to the responder's name.
	**Expandable Table Row** A [+] (plus sign) in front of a row indicates that the row is expandable. Click on the plus sign to expand the row to show additional information.
	**Error Indicators** If an error occurs, an error message in a red banner will appear at the top of the page. The field where the error occurred will also be highlighted in red.
	**Action Successful Alert** A green banner at the top of the page indicates that an action was successfully completed.
	**Caution Alert** A yellow banner at the top of the page alerts the user to choose this action with caution. The action cannot be reversed and should be considered carefully.
	**Progress Alert** The progress alert symbol is used to identify areas of the site where further action may be required on the part of the user.
	**Required Fields** Asterisks (*) indicate required fields. An error will occur if information is not entered in a required field.
	**Help** Help is available on each page by clicking the Help links. The Help link in the upper right hand corner of the page will access the Help index for the entire site. The Help links within the orange header bars will access help text for that specific section.

RESPONDER

Table 2: CORES Interface Elements

	**Radio Buttons** Radio buttons are used when only one selection can be made from the available options.
	**Checkboxes** Checkboxes are used for selecting one or multiple items. Checkboxes are also used in tables where single or multiple selections can be made. Selecting the table header checkbox will select all in the table.
	**Swap Boxes** Swap boxes are used to include or exclude criteria when conducting a search. To use a swap box select the criteria and click the Add button. To remove criteria select the items and click the Remove button. Multiple items can be selected by pressing Ctrl or Shift while clicking. Deselect one or more items by pressing Ctrl or Shift while clicking the item.
	**Drop Down Menu** Drop down menus are used throughout CORES to display options for actions, filtering and sorting, searching, and field values. Click on the arrow to view drop down menu options
	**Sort Options** Search results are sortable by selecting the orange Sort Options link. Sort by alternatives are available in the drop down menu.
	**Filters** Filters will display information within a table that matches certain criteria. Use the drop down menu at the upper right of the table to filter results.
	**Quick Search** The quick search feature provides instant results when searching for a particular responder or group.

Help

CORES is supported by an online Help section that provides the user with a comprehensive Contents section, PDF Resources for downloading and printing, and an online Glossary of useful terms.

To access the CORES Online Help and PDF Resources, click on the Help icon on any page within CORES. Help will open in a new window.

Contents

The online Help Contents contains topic-oriented, procedural or reference information. This listing provides assistance in the use of CORES through a broad range of topics (see Figure A: Help Contents). Click on the blue links to navigate through various topics.

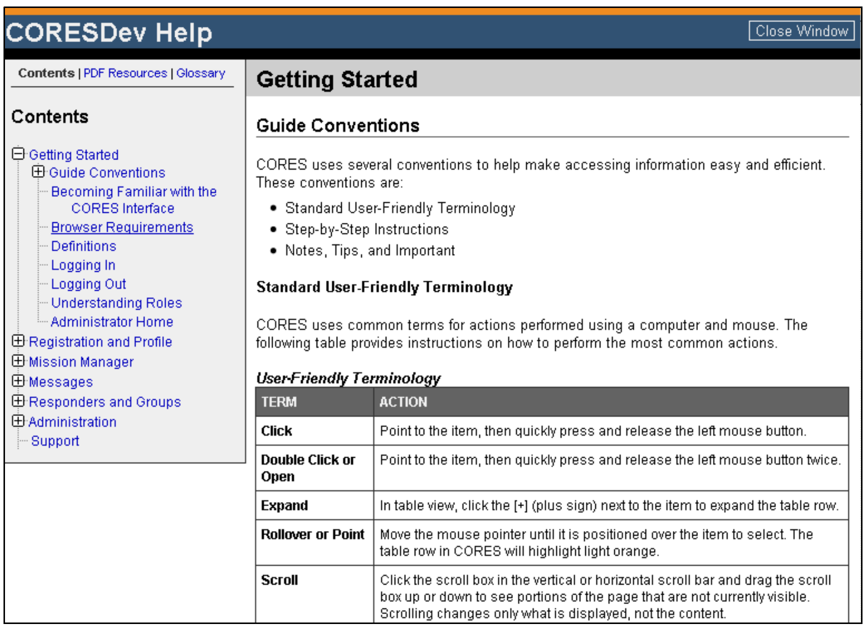


Figure A: Help Contents

PDF Resources

Click on the PDF Resources link (see Figure B: PDF Resources) on the Help screen to access the CORES Administrator and Responder Guides and CORES Quick Reference materials in PDF format.

> ***Note:*** *You will need Adobe® Acrobat Reader® installed on your computer to read the PDF files. Adobe Acrobat Reader is free software. Click on the Get Adobe Reader icon on the Help page to download.*

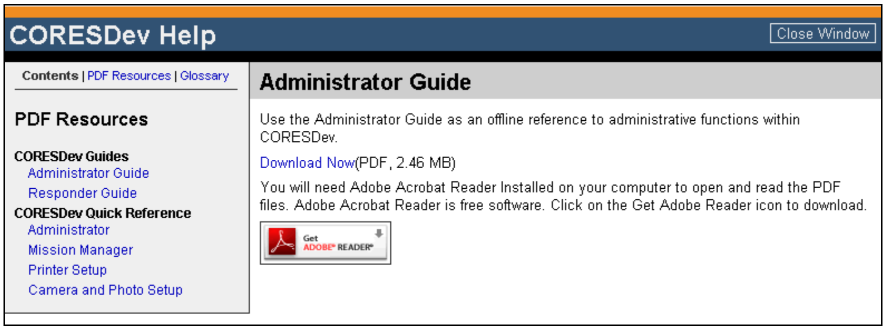


Figure B: PDF Resources

Glossary

An alphabetical list of terms relating to CORES with definitions for those terms is available for reference in the Online Help Glossary (see Figure C: Help Glossary). Access the Glossary by clicking on the Glossary link on the Help screen.

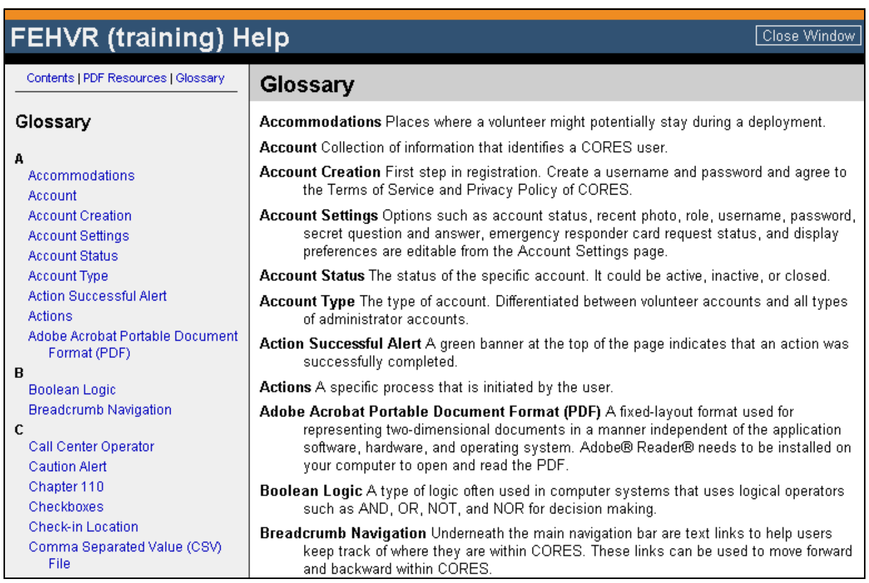


Figure C: Help Glossary

Browser Requirements

Mozilla Firefox™ Version 1.5 or higher or Microsoft™ Internet Explorer™ Version 6.0 or higher are required browsers for use with CORES. JavaScript must be enabled. See your browser's help section for more information.

> ***Important:*** *Use the navigation buttons at the bottom of the page to navigate through CORES. Do not use the Forward and Back buttons on the browser, as this may trigger information loss and unpredictable results.*

RESPONDER

Definitions

The following table provides a list of definitions that are used throughout CORES.

Table 3: CORES Definitions

TERM	DEFINITION
Administrator	Any person who performs administrative functions within CORES. Access rights vary by administrator role.
Responder	Any person who could potentially respond during a disaster situation.
Unit	Predefined collections of responders in which responders can request membership. Each unit must have at least one administrator.
Group	Ad-hoc custom-created rosters of responders from within CORES. Groups do not have administrators.
Mission	A potential deployment situation.
Deployment Group	A group of several types of responders that can be deployed for a mission.
Responder Request	A request for responders to participate in a deployment based on certain qualifications.

Logging In

Responders and administrators are able to log in to the system at the Welcome page. The Welcome page contains introductory information and links including FAQ, Terms of Service, Contact Us, and Privacy Policy.

> ***Important:*** *Registration in CORES is required to obtain a valid username and password. For more information on the registration process see Registration.*

To log in to CORES

1. Enter your pre-registered username and password and click the Log In button.
2. For lost passwords and usernames click the Forgot Username or Password link to have your username sent to your registered email address.

> ***Note:*** *A registered email address is required to retrieve a lost username or password.*

Logging Out

To log out of CORES, click the log out icon in the upper right corner of the screen (see Figure D: Log Out Icon). Logging out will return you to the Registration/Home screen.

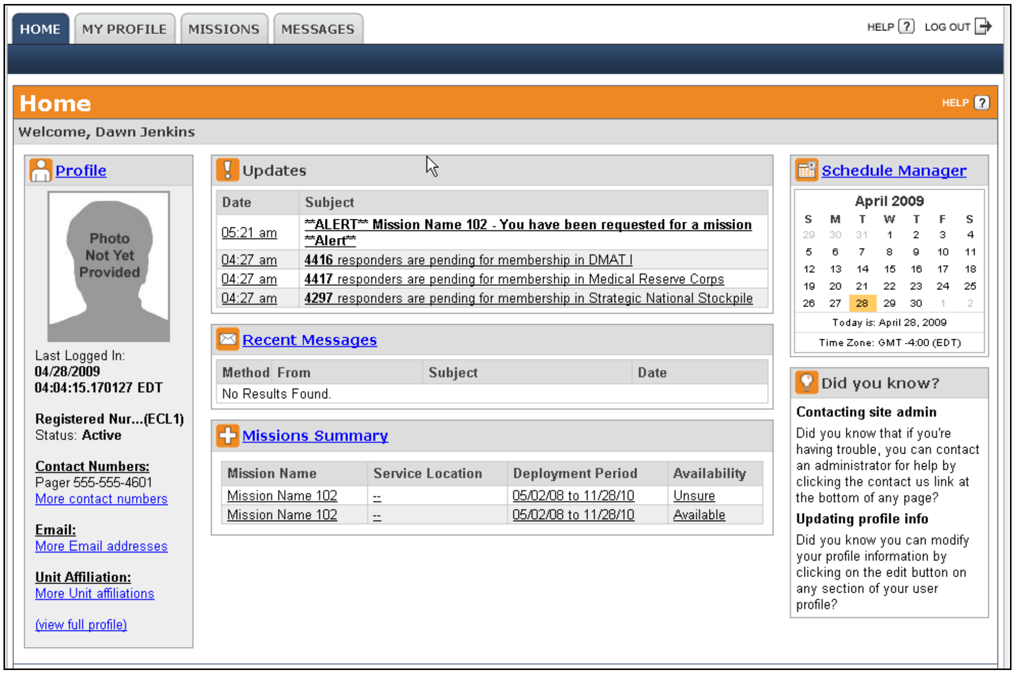


Figure D: Log Out Icon

2

Registration

Upon entering CORES™ for the first time you will be presented with a Log In page (see Figure A: Log In Screen). This first screen contains introductory information, links to the Terms of Service, Privacy Policy, FAQ, and Contact Us information.

- If you are registering for the first time, click on the Register Now button and begin the registration process.
- If you have already registered and have a user name and password, you can enter the system using the Log In area.
- If you can't remember your user name and/or password, you can request that it be sent to you by clicking on the link provided.

Figure A: Log In Screen

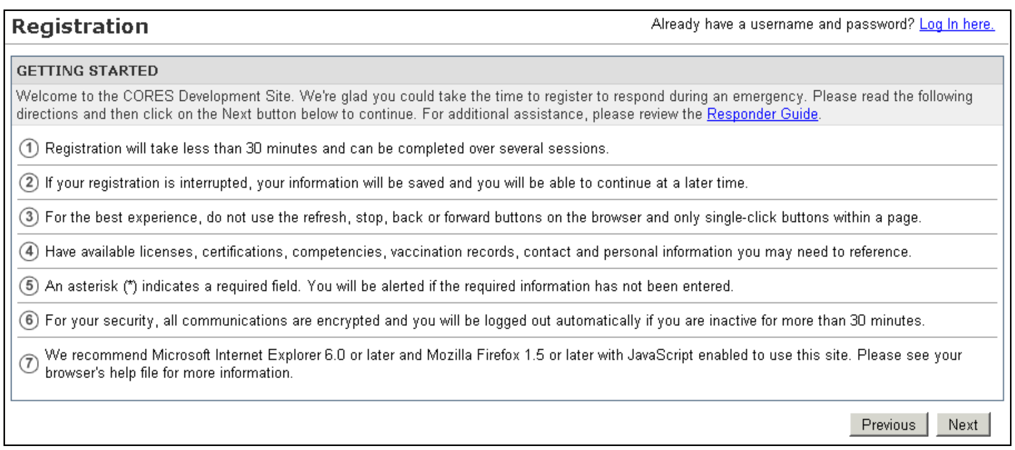
> ***Note:*** *All screen shots used are a general representation of available data elements. Specific data elements collected may vary from system to system.*

Getting Started

When registering in CORES for the first time note the following:

1. Registration will take less than 30 minutes and can be completed over several sessions.
2. If your registration is interrupted, your information will be saved and you will be able to continue at a later time.
3. For the best experience, do not use the refresh, stop, back, or forward buttons on the browser and only single-click buttons within a page.
4. Have available licenses, certifications, skills and certifications, vaccination records, contact and personal information you may need to reference.
5. An asterisk (*) indicates a required field. You will be alerted if the required information has not been entered.
6. For your security, all communications are encrypted and you will be logged out automatically if you are inactive for more than 30 minutes.
7. We recommend Microsoft Internet Explorer 6.0 or later and Mozilla Firefox 1.5 or later with JavaScript™enabled to use this site. Please see your browser's help file for more information.

The information above will be presented to you by CORES during the registration process (see Figure B: Getting Started).



Registration Already have a username and password? Log In here.

GETTING STARTED

Welcome to the CORES Development Site. We're glad you could take the time to register to respond during an emergency. Please read the following directions and then click on the Next button below to continue. For additional assistance, please review the Responder Guide.

1. Registration will take less than 30 minutes and can be completed over several sessions.
2. If your registration is interrupted, your information will be saved and you will be able to continue at a later time.
3. For the best experience, do not use the refresh, stop, back or forward buttons on the browser and only single-click buttons within a page.
4. Have available licenses, certifications, competencies, vaccination records, contact and personal information you may need to reference.
5. An asterisk (*) indicates a required field. You will be alerted if the required information has not been entered.
6. For your security, all communications are encrypted and you will be logged out automatically if you are inactive for more than 30 minutes.
7. We recommend Microsoft Internet Explorer 6.0 or later and Mozilla Firefox 1.5 or later with JavaScript enabled to use this site. Please see your browser's help file for more information.

Previous Next

Figure B: Getting Started

Steps to Register

Registration is a ten-step process as outlined below, which will take approximately 10-15 minutes to complete. Registration time is dependent on how much information a responder provides.

> ***Note:*** *Not every step is applicable to every user registering. Depending on the data entered, some of these steps may not be necessary.*

1 Account Creation
2 Identity
3 Affiliation / Unit Membership
4 Deployment Preferences
5 Contact Information
6 Occupation(s)
7 Occupation Credential Information
8 Training
9 Skills and Certifications
10 Medical History

Progress Bar

A progress bar in the upper right hand corner of each registration page will indicate what sections of the registration are complete (see Figure C: Progress Bar).

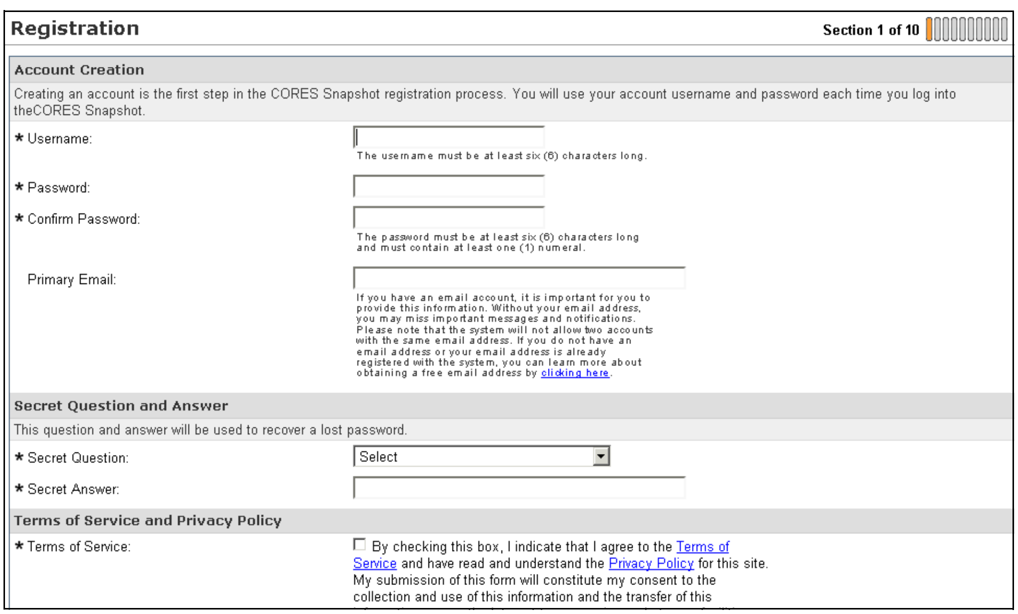


Figure C: Progress Bar

Inline Help Text

For assistance or additional information to complete a question look for the help text provided directly below text fields (see Figure D: Inline Help Text).

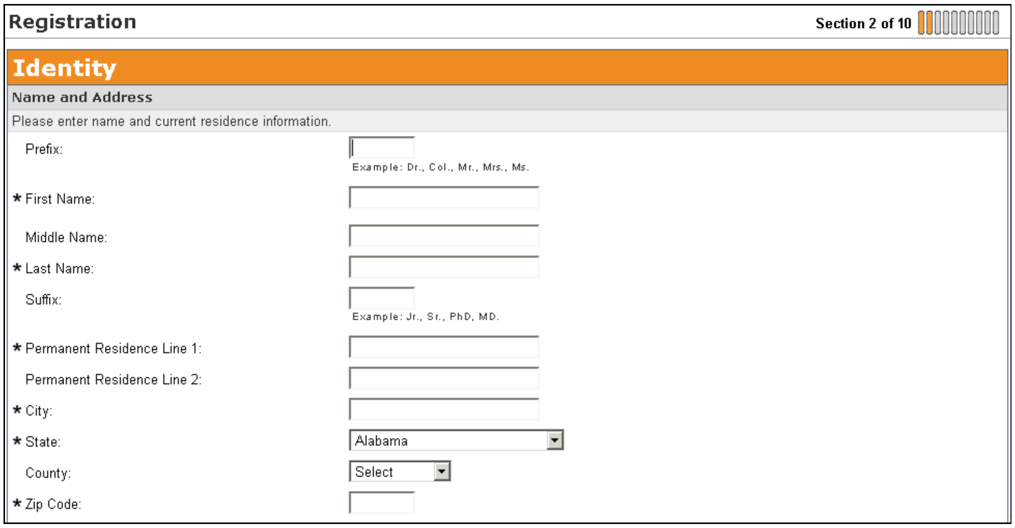


Figure D: Inline Help Text

Step 1 Account Creation

Account creation consists of creating a username and password combination and agreeing to the Terms of Service and Privacy Policy.

- Responder passwords must be at least six (6) characters long, include at least one (1) numeral, one (1) letter, and cannot contain spaces.
- Usernames must be unique. If an error is encountered, use the CORES message function to check with an administrator.
- Passwords are case sensitive.

Important: *If registration is interrupted, personal information will be saved and the user can continue at a later time by simply logging in with their username and password.*

To create a new account within CORES

1 Create a unique username (see Figure E: Account Creation).

2 Create a password.

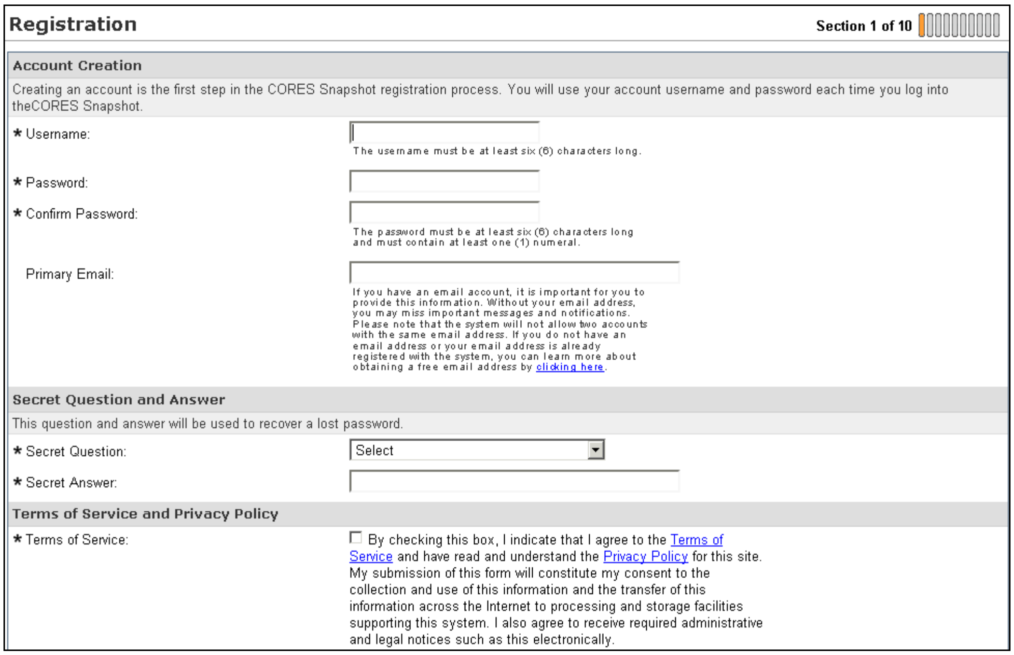
3 Confirm the password by retyping it in the text field.

4 Select a secret question from a predetermined list and answer that question.

Note: *The secret question will be used to recover a lost or misplaced username or password.*

5 Agree to the Terms of Service, Privacy Policy, and Information Pledge by checking the subsequent boxes is required to continue with the registration process.

Important: *When you have selected a username and password, be sure to record it in a secure place. Your username and password will be required to re-enter CORES.*



Registration Section 1 of 10

Account Creation

Creating an account is the first step in the CORES Snapshot registration process. You will use your account username and password each time you log into theCORES Snapshot.

* Username:

The username must be at least six (6) characters long.

* Password:

* Confirm Password:

The password must be at least six (6) characters long and must contain at least one (1) numeral.

Primary Email:

If you have an email account, it is important for you to provide this information. Without your email address, you may miss important messages and notifications. Please note that the system will not allow two accounts with the same email address. If you do not have an email address or your email address is already registered with the system, you can learn more about obtaining a free email address by clicking here.

Secret Question and Answer

This question and answer will be used to recover a lost password.

* Secret Question: Select

* Secret Answer:

Terms of Service and Privacy Policy

* Terms of Service: By checking this box, I indicate that I agree to the Terms of Service and have read and understand the Privacy Policy for this site. My submission of this form will constitute my consent to the collection and use of this information and the transfer of this information across the Internet to processing and storage facilities supporting this system. I also agree to receive required administrative and legal notices such as this electronically.

Figure E: Account Creation

The following table shows the format and content for information that will be entered into CORES during the registration process.

Table 1: Account Creation Options

QUESTION	OPTION
Username	A username is unique to each account and must be at least six (6) characters long. CORES will not permit duplicate usernames.
Password	Passwords must be at least six (6) characters long, must contain one (1) numeral, one (1) letter, and cannot contain spaces. Passwords are case sensitive.
Confirm Password	Retype password for confirmation.
Primary Email Address	Email account most frequented. CORES will not permit duplicate email addresses.
Secret Question	What is your mother’s maiden name? What is the name of your first school? What is your father’s middle name? What is your pet’s name? What street did you grow up on?

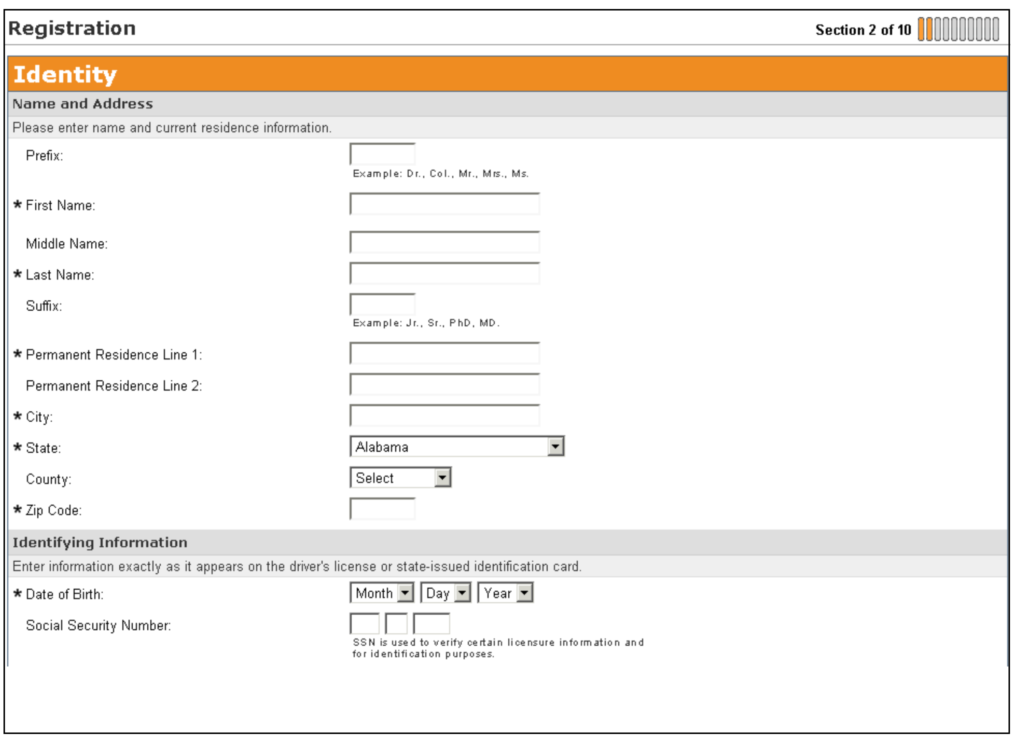
Table 1: Account Creation Options

QUESTION	OPTION
Secret Answer	Answer to the secret question.
Terms of Service	The Terms of Service is a state provided contract that must be agreed to in order to register within the system. Please read these terms carefully.
Information Pledge	The Information Pledge is a state provided contract on information privacy that must be agreed to in order to register within the system. Please read these terms carefully.

Once an account is created, proceed through the following steps to complete the registration process.

Step 2 Identity

Enter name and address as well as identifying information such as date of birth, gender, and height (see Figure F: Identity Information). Responders can also choose to input driver's license information or other state license information, as well as any license endorsements. See the table that follows for a complete listing of the identity options.



Registration Section 2 of 10

Identity

Name and Address

Please enter name and current residence information.

Prefix:

Example: Dr., Col., Mr., Mrs., Ms.

* First Name:

Middle Name:

* Last Name:

Suffix:

Example: Jr., Sr., PhD, MD.

* Permanent Residence Line 1:

Permanent Residence Line 2:

* City:

* State: Alabama

County: Select

* Zip Code:

Identifying Information

Enter information exactly as it appears on the driver's license or state-issued identification card.

* Date of Birth: Month Day Year

Social Security Number:

SSN is used to verify certain licensure information and for identification purposes.

Figure F: Identity Information

The table that follows contains samples of information that can be entered as identity options on the Identity page.

Table 2: Identity Options

SECTION	QUESTION	OPTIONS
Name and Address	Prefix	Dr., Col., Mr., Mrs.
	First Name	Given name as it appears on your birth certificate.
	Middle Name	Responder's middle name.
	Last Name	Surname as it appears on your birth certificate.
	Suffix	Jr., Sr., Ph.D., M.D.
	Permanent Residence Line 1	Current permanent residence line 1.
	Permanent Residence Line 2	Current permanent residence line 2.
	City	City of primary residence.
	State	State of primary residence.
	County	County of primary residence.
	Zip Code	Zip code of primary residence.
Identifying Information	Date of Birth	Date of birth as if appears on your birth certificate.
	Social Security Number	7 digit identification number issued by the Federal Government.
	Gender	Male, Female
	Height	Feet, Inches
	Weight	lbs.
	Hair Color	Bald, Black, Blonde, Brown, Grey, Red, White
	Eye Color	Albino, Black, Blue, Brown, Dichromatic, Green, Grey, Hazel
Driver's License or State-Issued Identification Card Information	First Name on Card	First name exactly as it appears on your state-issued identification card.
	Middle Name on Card	Middle name exactly as it appears on your state-issued identification card.
	Last Name on Card	Last name exactly as it appears on your state-issued identification card.
	Driver's License/ID Card Number	Unique identifying number that appears on the card.
	Expiration Date	Month, Day, Year
	Issuing State	State name that appears on the identification card.

RESPONDER

Table 2: Identity Options

SECTION	QUESTION	OPTIONS
Driver's License Endorsements	Licensed to operate	- a passenger vehicle - a single commercial motor vehicle over 26,000 lbs. - a single commercial motor vehicle over 26,000 lbs. - a combination commercial motor vehicle over 26,000 lbs - other commercial vehicles and buses - a motorcycle
	Are you certified to transport hazardous materials?	Yes / No

Step 3 Affiliation/Unit Membership

Responders indicate whether they are already a member of a unit or desire to be part of a particular unit (see Figure G: Affiliation) or neither. More than one unit may be available for selection. Responders will receive confirmation of acceptance or rejection to the unit from the administrator sometime after the registration process is finished.

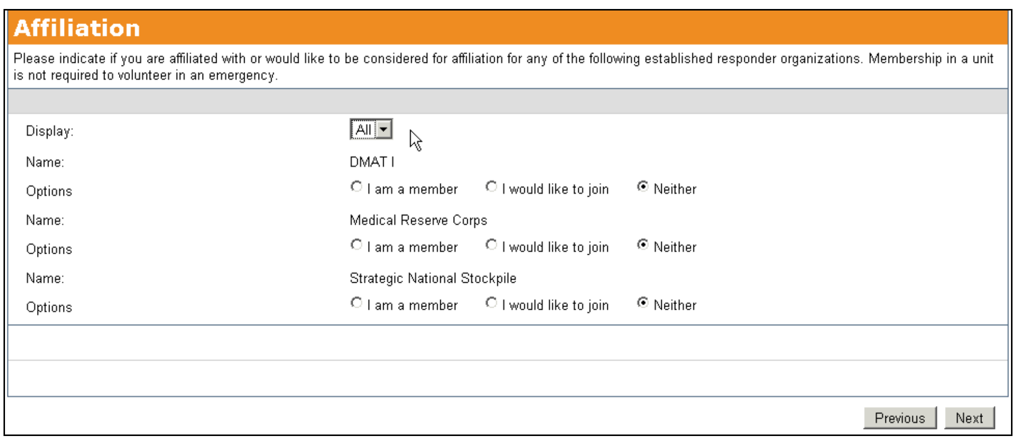


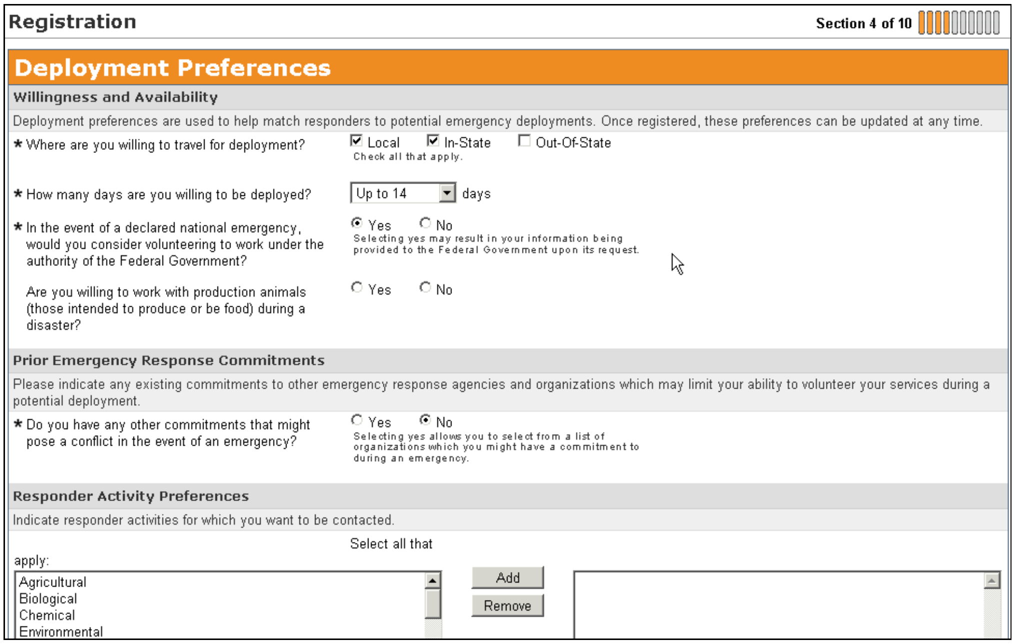
Figure G: Affiliation

Table 3: Affiliation Options

NAME	OPTIONS
Unit Name	I am a member
	I would like to join
	Neither

Step 4 Deployment Preferences

Enter deployment preferences including willingness, availability, and any other emergency response commitments (see Figure H: Deployment Preferences).


Registration
Section 4 of 10

Deployment Preferences

Willingness and Availability

Deployment preferences are used to help match responders to potential emergency deployments. Once registered, these preferences can be updated at any time.

* Where are you willing to travel for deployment? ☑ Local ☑ In-State ☐ Out-Of-State
Check all that apply.

* How many days are you willing to be deployed? Up to 14 days

* In the event of a declared national emergency, would you consider volunteering to work under the authority of the Federal Government? ◉ Yes ○ No
Selecting yes may result in your information being provided to the Federal Government upon its request.

Are you willing to work with production animals (those intended to produce or be food) during a disaster? ○ Yes ○ No

Prior Emergency Response Commitments

Please indicate any existing commitments to other emergency response agencies and organizations which may limit your ability to volunteer your services during a potential deployment.

* Do you have any other commitments that might pose a conflict in the event of an emergency? ○ Yes ◉ No
Selecting yes allows you to select from a list of organizations which you might have a commitment to during an emergency.

Responder Activity Preferences

Indicate responder activities for which you want to be contacted.

Select all that apply:

Agricultural
Biological
Chemical
Environmental

Add
Remove

Figure H: Deployment Preferences

The following table describes the options you may choose during the Deployment Preferences process of CORES.

Table 4: Deployment Preference Options

SECTION	QUESTIONS	OPTIONS
Willingness and Availability	Where are you willing to travel for deployment?	Local, In-state, Out-of-State
	How many days are you willing to be deployed?	Up to 7, Up to 14, Up to 21, Up to 28, More than 28
	In the event of a declared national emergency, would you consider volunteering to work under the auspices of the Federal Government?	Yes, No
Prior Emergency Response Commitments	Do you have any other commitments that might pose a conflict in the event of an emergency?	Yes, No If yes, select all that apply and Provide Additional Prior Emergency Response Commitment Information
Responder Activity Preferences	Select all that apply:	Options such as: Agricultural, Biological, Chemical, Environmental, Radiological/ Nuclear, Weather, Other HazMat, Other

Step 5 Contact

CORES requires at least one contact method. Email addresses are not required though highly recommended (see Figure I: Contact). CORES will not permit duplicate email addresses to be entered. At least one type of phone contact is required. Contact information options are in the table that follows.

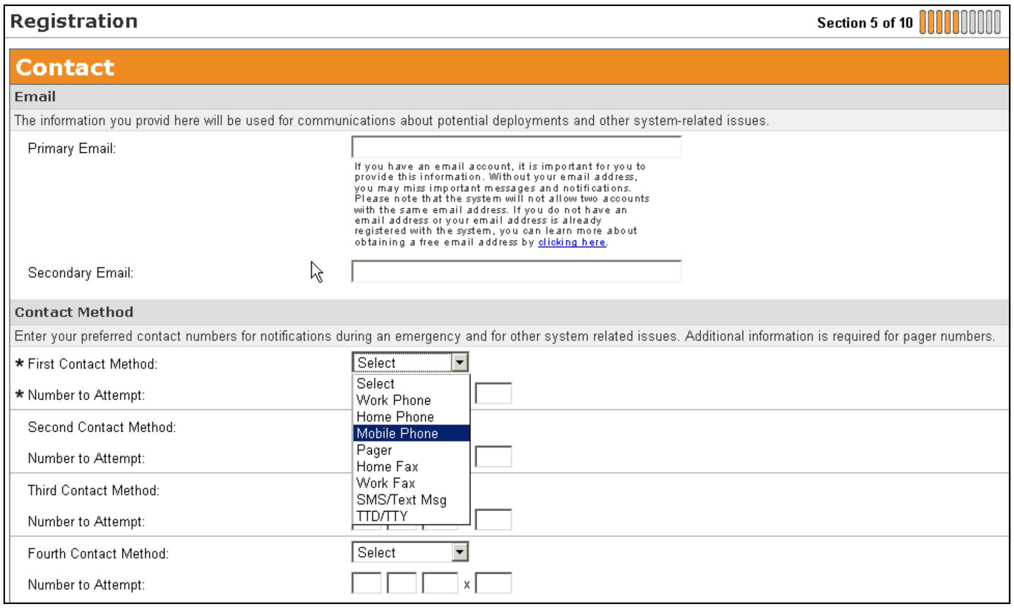


Figure I: Contact

Table 5: Contact Information Options

SECTION	QUESTIONS	OPTIONS
Email	Primary Email	Email account most frequented.
	Secondary Email	Backup email account.
Contact Method	First Contact Method Second Contact Method Third Contact Method	Work Phone, Home Phone, Mobile Phone, Pager, Fax, SMS/ Text Msg
	Number to Attempt	10 digit number, including area code. Extension, if applicable.
Primary and Secondary Emergency Contact	Emergency Contact Name	Given name and surname.
	Relationship	Parent, Spouse, Sibling, Child, Other Relative, Co-Worker, Friend
	Primary Contact Number	10 digit number, including area code. Extension, if applicable.
	Secondary Contact Number	10 digit number, including area code. Extension, if applicable.

Step 6 Occupations

Choose up to three occupations, one primary occupation with optional secondary and tertiary occupations. Each occupation will fall under one of the listed categories (ex: Medical or Non-medical) (see Figure J: Primary Occupation). Also enter the status for each occupation (see Figure K: Primary Occupation Status).

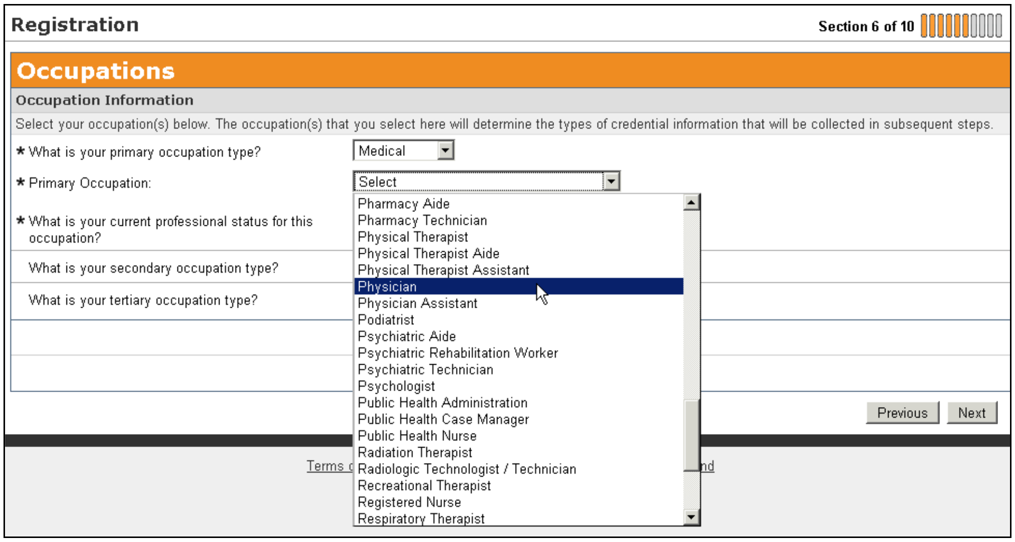


Figure J: Primary Occupation

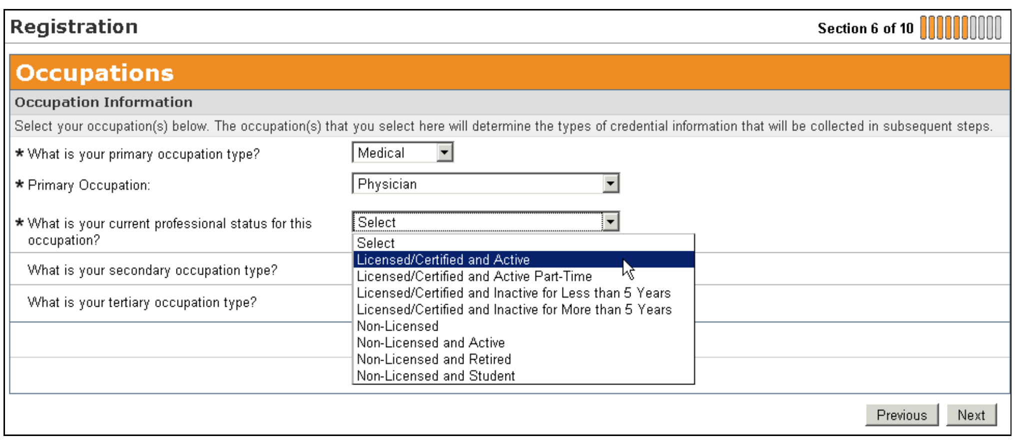


Figure K: Primary Occupation Status

> ***Note:** CORES requests credential information in Step 7 based on the type of occupation information entered in Step 6.*

RESPONDER

Table 6: Occupation Information Options

SECTION	QUESTION	OPTIONS
Occupation Information	What is your primary occupation?	Medical, Non-medical
	Primary Occupation	Select from over 300 medical and non-medical occupations.
	What is your current professional status for this occupation?	Licensed/Certified and Active, Licensed/Certified and Active Part-Time, Licensed/Certified and Inactive for Less than 5 Years, Licensed/Certified and Inactive for More than 5 Years, Non-Licensed, Non-Licensed and Active, Non-Licensed and Retired, Non-Licensed and Student
	What is your secondary occupation?	Medical, Non-medical
	Secondary occupation	Select from over 300 medical and non-medical occupations.
	What is your current professional status for this occupation?	Licensed/Certified and Active, Licensed/Certified and Active Part-Time, Licensed/Certified and Inactive for Less than 5 Years, Licensed/Certified and Inactive for More than 5 Years, Non-Licensed, Non-Licensed and Active, Non-Licensed and Retired, Non-Licensed and Student
	What is your tertiary occupation?	Medical, Non-medical
	Tertiary occupation	Select from over 300 medical and non-medical occupations.
	What is your current professional status for this occupation?	Licensed/Certified and Active, Licensed/Certified and Active Part-Time, Licensed/Certified and Inactive for Less than 5 Years, Licensed/Certified and Inactive for More than 5 Years, Non-Licensed, Non-Licensed and Active, Non-Licensed and Retired, Non-Licensed and Student

Step 7 Occupation Credential Information

This step collects information about responder's credential and employment experience. Credential information is collected for the primary, secondary, and tertiary occupations. Information collected for non-medical occupations differ from that collected for medical occupations.

Depending on the type of occupation, up to three (3) licenses, affiliations, work experiences, degrees, and government agency licenses can be entered. For an example of information collected for a responder registered as a Medical, Physician (see Figure L: Example One of Credential Information Collected) and (see Figure M: Example Two of Credential Information Collected) below and the table that follows.

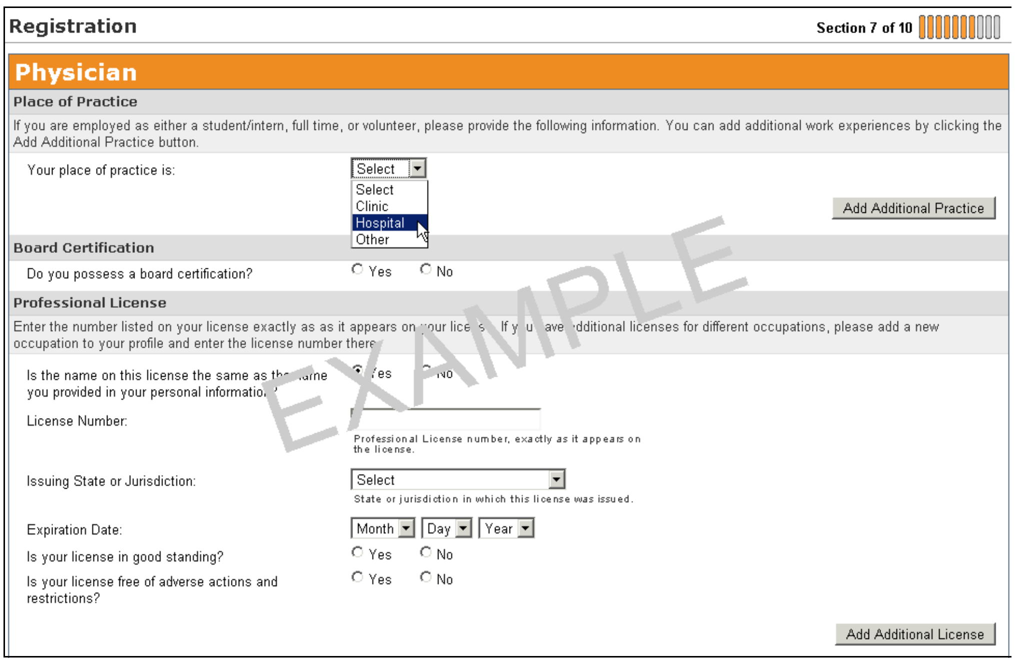
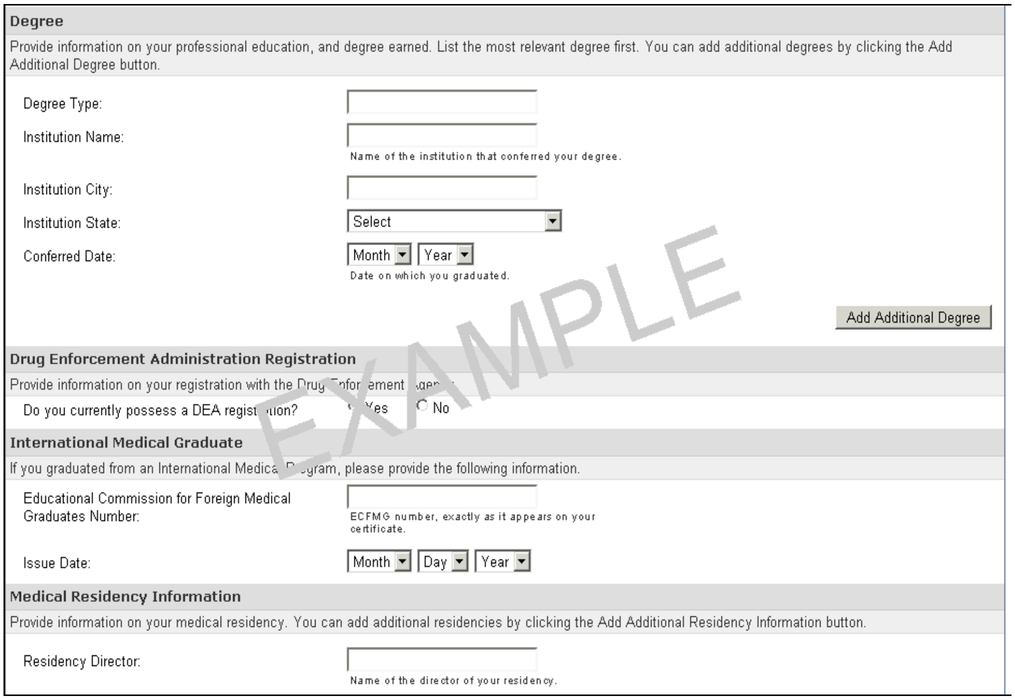


Figure L: Example One of Credential Information Collected



Degree

Provide information on your professional education, and degree earned. List the most relevant degree first. You can add additional degrees by clicking the Add Additional Degree button.

Degree Type:

Institution Name: — Name of the institution that conferred your degree.

Institution City:

Institution State: Select

Conferred Date: Month, Year — Date on which you graduated.

Add Additional Degree

Drug Enforcement Administration Registration

Provide information on your registration with the Drug Enforcement Agency.

Do you currently possess a DEA registration? Yes / No

International Medical Graduate

If you graduated from an International Medical Program, please provide the following information.

Educational Commission for Foreign Medical Graduates Number: — ECFMG number, exactly as it appears on your certificate.

Issue Date: Month, Day, Year

Medical Residency Information

Provide information on your medical residency. You can add additional residencies by clicking the Add Additional Residency Information button.

Residency Director: — Name of the director of your residency.

Figure M: Example Two of Credential Information Collected

Table 7: Occupation Credential Options for Medical, Physician

SECTION	QUESTION	OPTIONS
Place of Experience	Your place of practice is	Clinic, Hospital, Other (Additional information will be requested depending on the option selected. Additional experience can also be added.)
Board Certification	Do you possess a board certification?	Yes, No If yes, occupation specific boards.
Professional License	Is the name on this license the same as the name you provided in your personal information?	Yes, No If no, additional information will be requested.
	License Type	Occupation specific license type.
	License Number	Number as it appears on the license.
	Issuing State of Jurisdiction	Issuing state indicated on the license.
	Expiration Date	Month, Day, Year
	Is your license in good standing?	Yes, No
	Are there any adverse actions or restrictions associated with your license?	Yes, No

Table 7: Occupation Credential Options for Medical, Physician

SECTION	QUESTION	OPTIONS
Degree	Degree Type	Degree as it appears on diploma.
	Institution Name	Name of institution that conferred your degree.
	Institution City	City of the institution that conferred your degree.
	Institution State	State of the institution that conferred your degree.
	Conferred Date	Month, Year
Drug Enforcement Administration Registration	Is the name on this license the same as the name you provided in your personal information?	Yes, No If no, additional information will be requested.
	Registration Number	Registration number exactly as it appears on your registration.
	Expiration Date	Month, Day, Year
	Have you ever surrendered or had a federal controlled substance registration revoked, suspended, restricted, or denied?	Yes, No
Inspector General Status	Have you ever had a civil or criminal conviction in federal or state court, or had any adverse federal or state licensing actions, or been excluded from participating in federal or state healthcare programs?	Yes, No If yes, additional information will be requested.
International Medical Graduate	Educational Commission for Foreign Medical Graduates Number	ECFMG number exactly as it appears on your certificate.
	Issue Date	Month, Day, Year
National Practitioner Data Bank (NPDB) Statue	Have you ever had an adverse action associated with your license that has been reported to the NPDB?	Yes / No If yes, provide additional information.
Medical Residency Information	Residency Director	Director of your residency.
	Organization Name	Organization where residency was completed.
	Organization City	City of the organization where residency was completed.
	Organization State	State of the organization where residency was completed.
	Specialty	Particular branch of medicine or surgery.
	Completion Date	Month, Year

Step 8 Training

Enter information on training courses that have been completed (see Figure N: Select a Training Course) and (see Figure O: Additional Training Information). Additional Training Courses can be added. Examples of courses might be any of the Incident Command series (ICS) or local courses that responders are required to take. The table that follows lists training options.

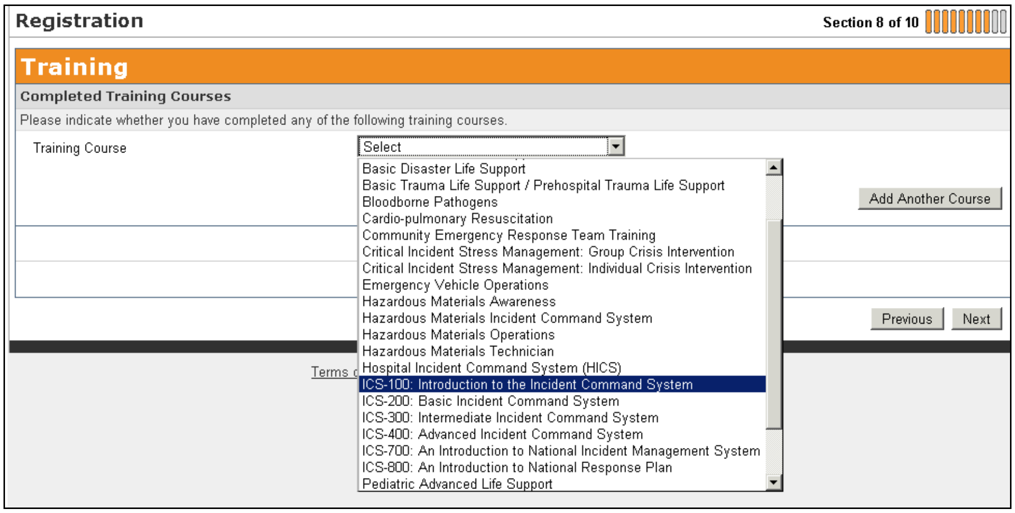


Figure N: Select a Training Course

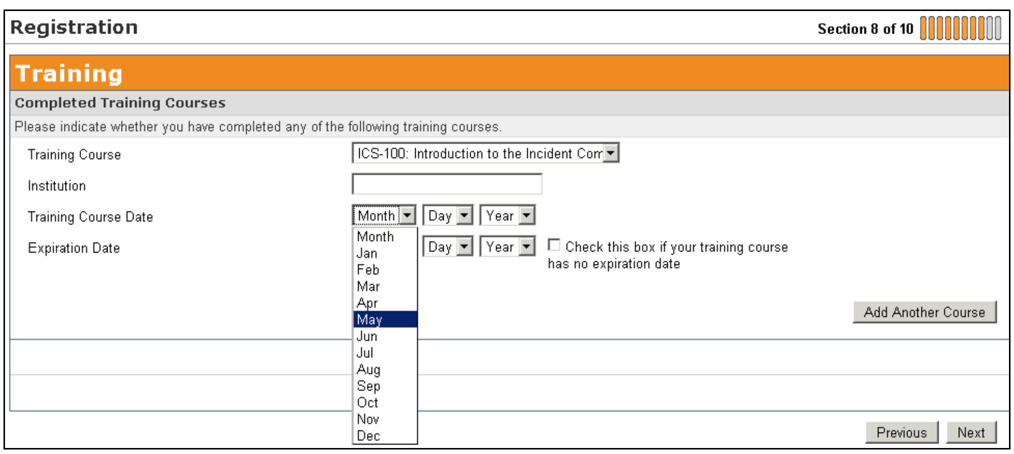


Figure O: Additional Training Information

The table that follows describes the information that can be entered on the Training page under Training Courses.

Table 8: Training Options

SECTION	OPTIONS
Course Name	Can be configured. Select from a drop down menu.
Institution	Enter the name of the institution in the text field.
Course Date	Month, Day, Year
Expiration Date	Month, Day, Year. Check box if training has no expiration date.

Step 9 Skills and Certifications

Enter any skills and certifications and language skills (see Figure P: Enter Skills and Certifications). The table that follows provides a complete list of the competency options.

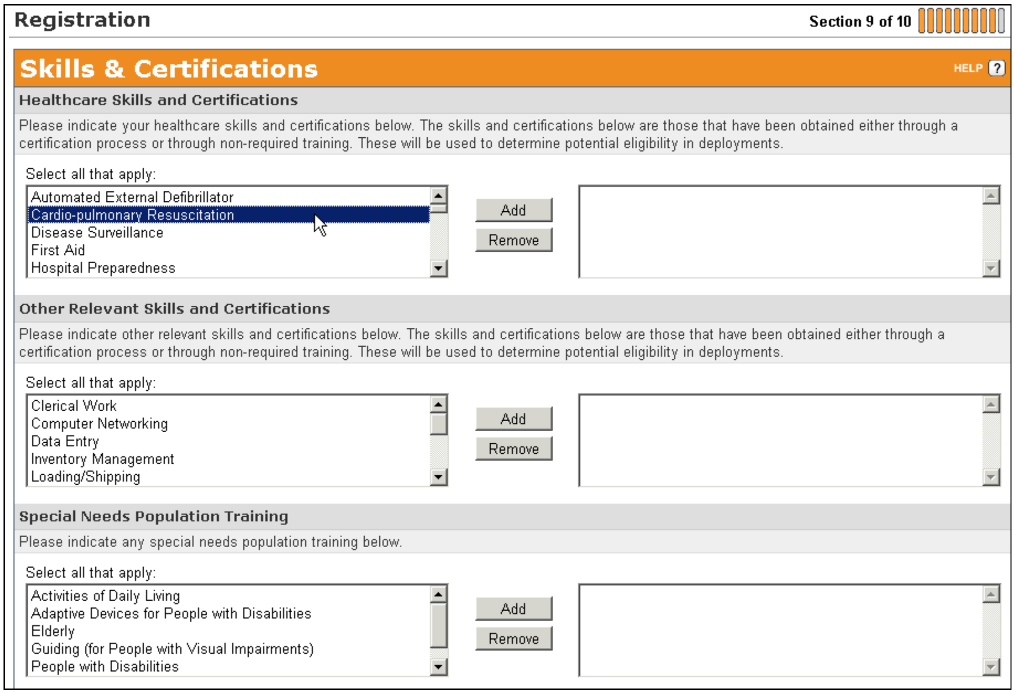


Figure P: Enter Skills and Certifications

Table 9: Skills and Certifications Options

SECTION	QUESTIONS	OPTIONS
Healthcare Skills and Certifications	Select all that apply.	Can be configured.
Other Relevant Skills and Certifications	Select all that apply.	Can be configured.
Languages	Additional Language 1	Language, Spoken Ability, Written Ability.
	Additional Language 2	Language, Spoken Ability, Written Ability.
Prior Experience	Event	Text field
	Initial Date	Month, Year
	Prior Experience	Days
	Description of Experience	Text fields

RESPONDER

Step 10 Medical History

This section covers a Responder's medical history.

Table 10: Medical History Options

SECTION	QUESTION	OPTIONS
Medical Preparedness	Are you physically able to participate in a field deployment?	Yes, No
	List and health conditions you have which may prevent you from deploying in a disaster situation:	Text Field
Special Needs	Do you have any relevant disabilities and/or special needs?	Yes, No
	Are you currently taking any medications that require refrigeration?	Yes, No
Allergies	Are you allergic to latex?	Yes, No
	Do you have any known serious allergies?	Yes, No
Hepatitis A	Dose #1:	Month, Year
	Dose #2:	Month, Year
	Additional Hepatitis A information:	Text Field
Hepatitis B	Dose #1	Month, Year
	Dose #2	Month, Year
	Dose #3	Month, Year
	Titer	Positive, Negative, Not Performed
	Additional Hepatitis B Information:	Text Field
Measles, Mumps, Rubella (MMR)	Dose #1	Month, Year
	Dose #2	Month, Year
	Measles Titer	Month, Year
	Mumps Titer	Month, Year
	Rubella Titer	Month, Year
	Have you ever had a case of Measles, Mumps, Rubella (MMR)?	Yes, No
	Additional MMR Information	Text Field
Inactivated Polio Vaccine (IPV) or Oral Polio Vaccine (OPV)	Dose #1	Month, Year
	Dose #2	Month, Year
	Dose #3	Month, Year
	IPV/OPV Booster	Month, Year
	Additional IPV or OPV Information	Text Field
Pneumococcal Polysaccharide (Pneumonia Vaccine)	Dose #1	Month, Year
	Dose #2	Month, Year
	Additional Pneumonia Information	Text Field

Table 10: Medical History Options

SECTION	QUESTION	OPTIONS
Vaccinia (Smallpox)	Dose #1	Month, Year
	Was there a major take response?	Yes, No
	Additional Smallpox Information	Text Field
Varicella (Chickenpox)	Dose #1 Month, Year	
	Dose #2	Month, Year
	IgG Antibody Titer	Positive, Negative, Not Performed
	Have you ever had a case of Varicella (chickenpox)?	Yes, No
	Additional Chickenpox Information:	Text Field
Inactivated Influenza Vaccine / Live Attenuated Influenza Vaccine (LAIV)	Which vaccine did you receive?	Text Field
	Most Recent Dose:	Month, Year
	Additional Influenza Information:	Text Field
Tetanus / Diphtheria (Td)	Most Recent Dose:	Month, Year
	Additional Td Information:	Text Field
Meningococcal Conjugate (MPSV4)	Dose #1	Month, Year
	Additional MPV4 Information:	Text Field
Meningococcal Polysaccharide (MPSV4)	Dose #1	Month, Year
	Dose #2	Month, Year
	Additional MPSV4 Information	Text Field
Pertussis	Dose #1	Month, Year
	Dose #2	Month, Year
	Dose #3	Month, Year
	Dose #4	Month, Year
	Dose #5	Month, Year
	Additional Pertussis Information	Text Field
Tuberculosis Testing	Date of Most Recent PPD	Month, Year
	Result of PPD	Positive, Negative
	Additional Tuberculosis Information	Text Field
Other Immunizations	List any immunizations you have received that are not collected above.	Text Field

Registration Feedback

During registration a question regarding how you learned of the site will be presented (see Figure Q: Registration Feedback). Answering the question provides valuable feedback to administrators regarding the use of the registry. All feedback is sent anonymously.

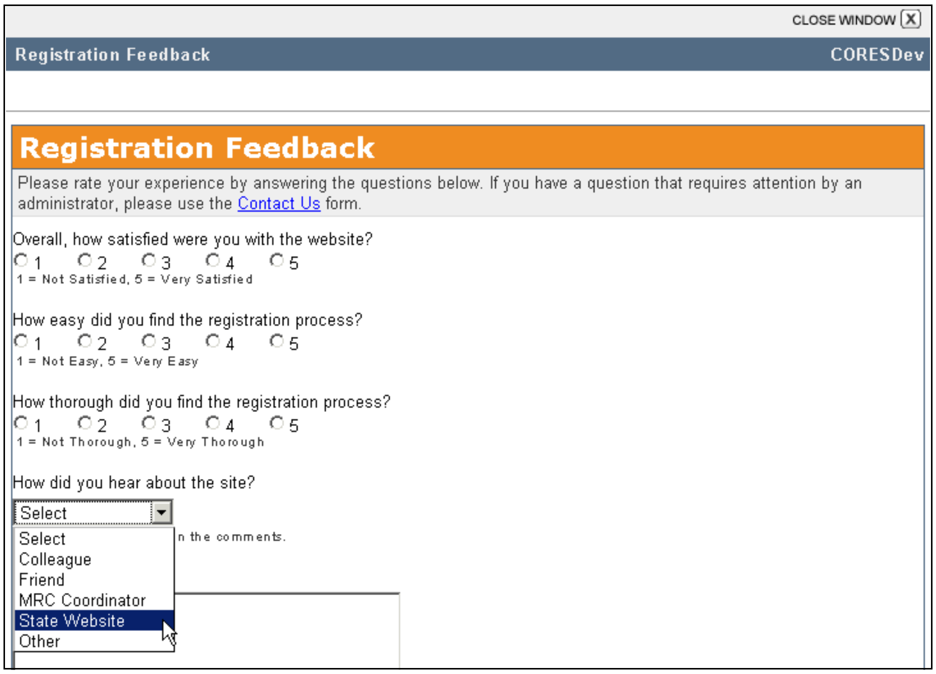
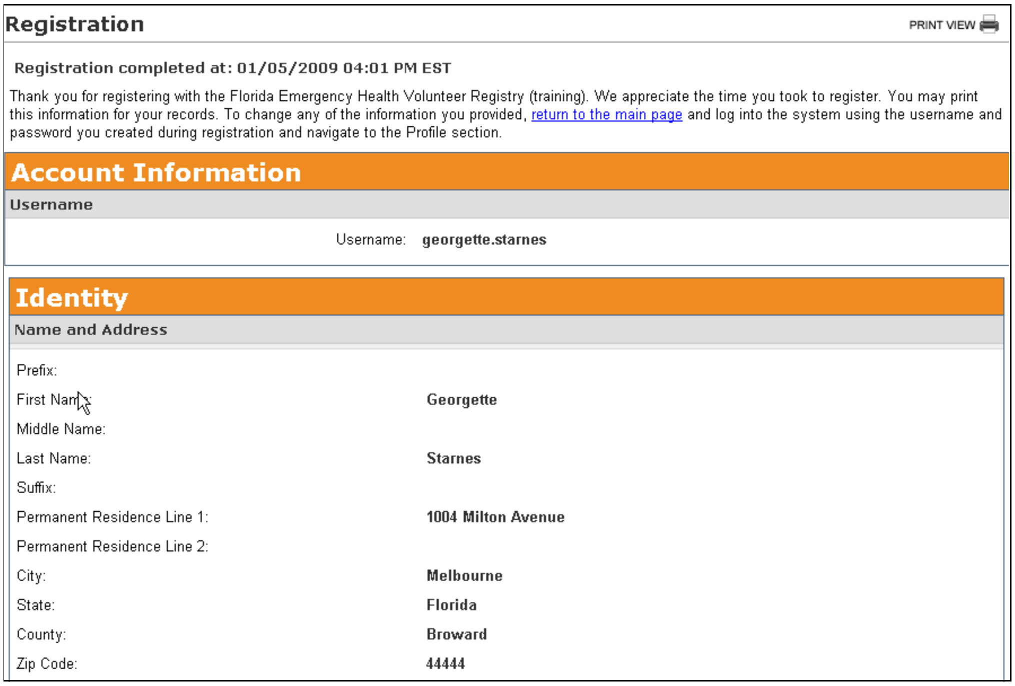


Figure Q: Registration Feedback

Registration Complete

When the registration process is complete, the Registration Complete page will load (see Figure R: Registration Complete). This page displays a summary of the information entered during registration. A copy of the summary page can be printed for future reference.


Registration PRINT VIEW

Registration completed at: 01/05/2009 04:01 PM EST

Thank you for registering with the Florida Emergency Health Volunteer Registry (training). We appreciate the time you took to register. You may print this information for your records. To change any of the information you provided, return to the main page and log into the system using the username and password you created during registration and navigate to the Profile section.

Account Information

Username

Username:	**georgette.starnes**

Identity

Name and Address

Prefix:	
First Name:	**Georgette**
Middle Name:	
Last Name:	**Starnes**
Suffix:	
Permanent Residence Line 1:	**1004 Milton Avenue**
Permanent Residence Line 2:	
City:	**Melbourne**
State:	**Florida**
County:	**Broward**
Zip Code:	**44444**

Figure R: Registration Complete

4

Profile

Changing Your Profile

CORES allows easy access to the information provided during registration under the My Profile tab. Access to Identity, Affiliation, Deployment Preferences, Contact, Occupations, Training, Skills and Certifications, Medical History, and Account Settings are available using the links in the secondary navigation bar (see Figure A: Edit Profile Information).

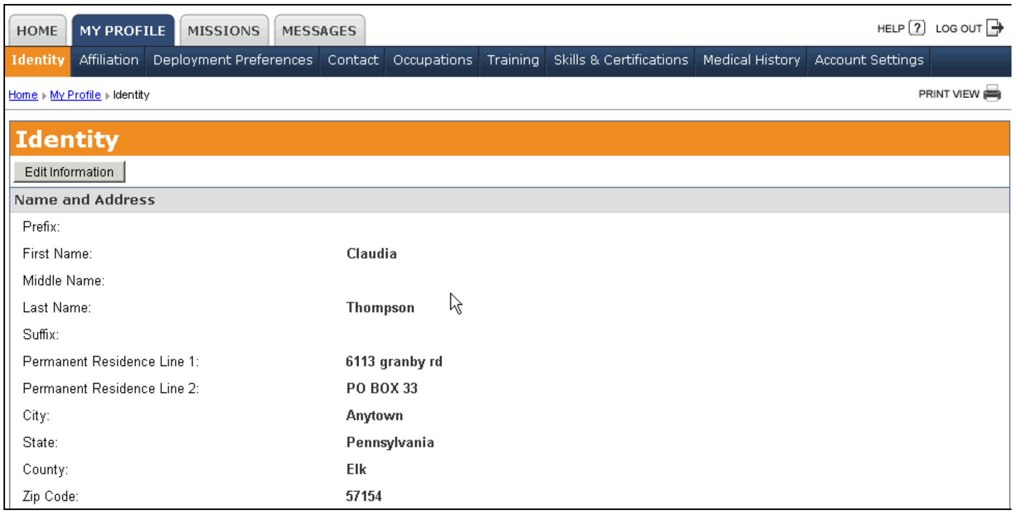


Figure A: Edit Profile Information

To edit profile information

1 Click on the My Profile tab.

2 Click on the appropriate link in the secondary navigation bar.

3 Click on the Edit Information button.

4 Edit the required information.

5 Save the changes by clicking the Save Changes button or cancel them by clicking the Cancel button.

When editing any information in CORES, the old information entered in the registration process will be displayed for editing (see Figure B: Edit Identity Information). When finished entering new information, press the Save

Changes button at the bottom of the screen. CORES keeps track of any changes within the History of Changes section at the bottom of each page in the profile section.

Identity

Responders can edit their name and address as well as identifying information such as their date of birth, gender, and height. Responders can also choose to update their driver's license information or other state license information, as well as any license endorsements (see Figure B: Edit Identity Information).

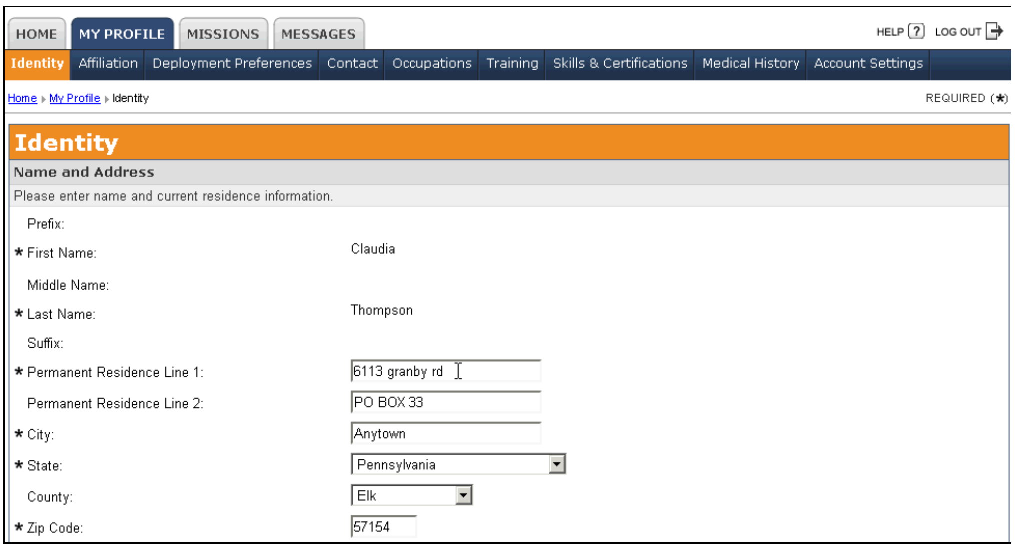


Figure B: Edit Identity Information

Unit Affiliation/Membership

Responders can edit their unit affiliation/membership or whether they desire to be part of a unit (see Figure C: Unit Affiliation/Membership). They will receive confirmation of acceptance or rejection from the administrator once the change has been made and reviewed.

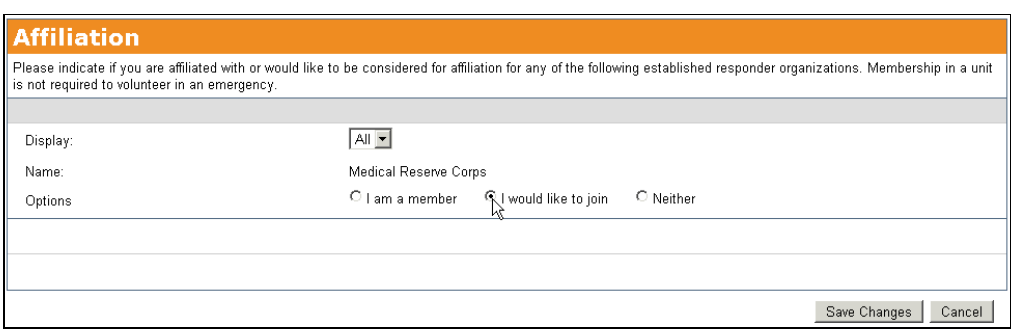


Figure C: Unit Affiliation/Membership

Deployment Preferences

In Deployment Preferences willingness and availability, prior emergency response commitments, and any activity preferences can be edited.

Table 1: Deployment Preference Options

SECTION	QUESTION	OPTIONS
Willingness and Availability	Where are you willing to travel for deployment?	**Local: Within the county or parish.** In-State: Within the state of registration. Out-of-State: Outside the state of registration.
	How many days are you willing to be deployed.	Up to 7, 14, 21, 28 or More than 28 days.
	In the event of a declared national emergency, would you consider volunteering to work under the authority of the Federal Government?	Yes, No.
	NORTH CAROLINA ONLY: Are you willing to work with production animals (those intended to produce or be food) during a disaster?	Yes, No. Production animals are animals used to produce or be food.
Prior Emergency Response Commitments	Do you have any commitments that might pose a conflict in the event of an emergency?	Yes, No If yes, select all that apply and provide additional prior emergency response commitment information.
Activity Preferences	Select all that apply:	Options such as: Agricultural, Biological, Chemical. Environmental. Radiological/ Nuclear, Weather, Other HazMat, Other

Contact

Email

Providing an email account is important. Without an email address, important messages and notifications may be missed.

> ***Note:*** *The system will not allow two accounts with the same email address. If you do not have an email address or you share your email address with someone already registered in the system, see table below to learn more about setting up your own email account.*

Many internet sites offer free email accounts. You can create and access free email accounts at any of the sites listed in the following table.

RESPONDER

Table 2: Free Email Accounts

EMAIL SERVICE PROVIDER
Yahoo.com
MSN.com
Go.com
mail.com
Google.com

> ***Important:*** *The above information is provided as a helpful resource only. CORES and CFI do not endorse or support any of these providers.*

Delete Contact

To remove phone numbers and contact methods reset the number fields back to the default by removing the digits. Follow the steps below.

To remove a contact method or emergency contact

1 Set the drop down box(es) to Select.

2 Delete the digits from the Number field(s).

3 Click Save Changes.

Occupation(s)

Each registered responder must have no less than one and no more than three occupations listed.

At least two occupations must be in the system before one occupation can be deleted. To change an occupation, first add the new one, then delete the old occupation.

Include professions you are not actively practicing, but in which you hold or will hold a license or professional certification.

> ***Important:*** *For example, an individual holding a commercial pilot's license can register as an airline pilot.*

To delete an occupation

1 Click on the My Profile navigation tabs.

2 Click on the Occupations link in the secondary navigation bar.

3 Select the checkbox next to the occupation to be deleted (see Figure D: Add and Delete Occupations).

4 Click the Delete button.

To add an occupation

1. Click on the My Profile navigation tab.
2. Click on the Occupations link in the secondary navigation bar.
3. Click on Add Another Occupation button (see Figure D: Add and Delete Occupations).
4. Pick the occupation category, specific profession, and whether the occupation is licensed, non-licensed, active, retired, or student.

   Important: *If you pick a licensed/certified occupation an edit information screen will appear where professional status, license, degree, and experience information can be added.*

5. Click the Save Changes button.

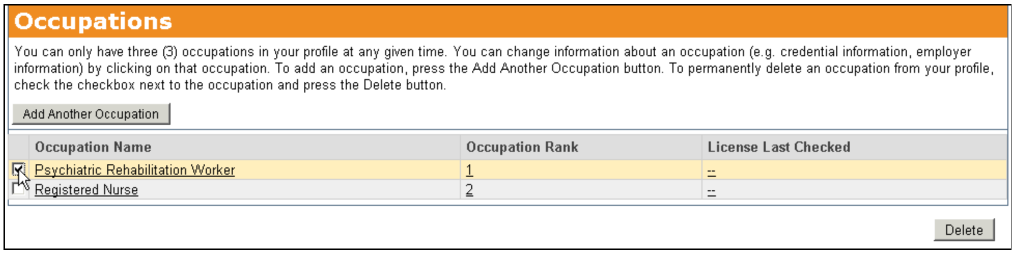


Figure D: Add and Delete Occupations

Training

Responders can enter information on training courses they have completed (see Figure E: Edit Training Courses). Once a responder has added a training course to their record, it can be verified to ensure that the information submitted is factual and accurate. The table below illustrates the potential verification statuses of a training course.

Table 3: Training Verification Status

STATUS	DEFINITIONS
Expired	The training for this course has expired.
Failure	The responder failed this training course.
Not Checked	The training for this course was not verified.
Success	The training for this course was verified as factual and accurate.

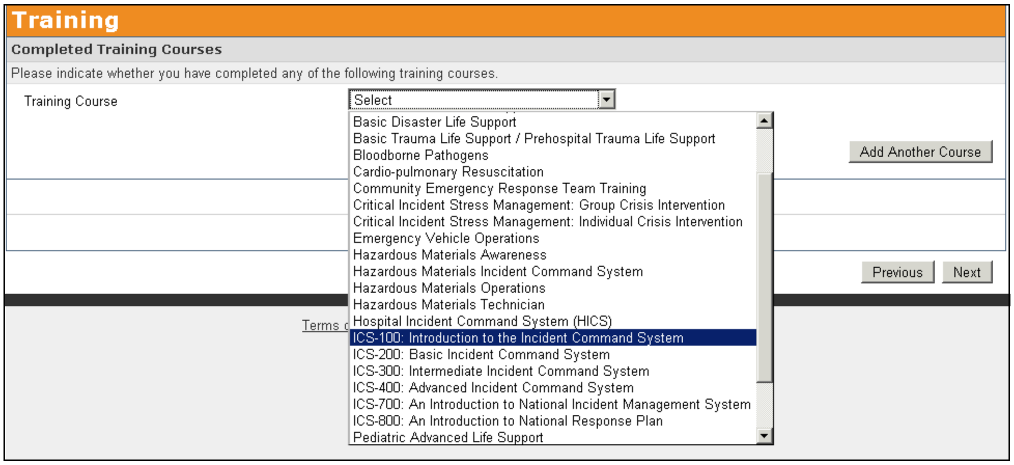


Figure E: Edit Training Courses

Skills and Certifications

Skills

Edit additional skills obtained via certification or non-required training.

To add a skill

1. Select the relevant skill from the left swapbox.
2. Press Add.
3. Click the Save Changes button.

To remove a skill

1. Select the relevant skill from the right swapbox.
2. Press Remove.
3. Click the Save Changes button.

Languages

To determine which language to add to your profile

> ***Note:*** *If you are fluent in more than two languages, please choose the two languages, other than English, you are most comfortable speaking.*

Medical History

All responders and administrators within CORES have the ability to change their medical history (see Figure F: Edit Medical History).

Click the Medical History link in the secondary navigation bar under the My Profile tab to access the Medical History page.

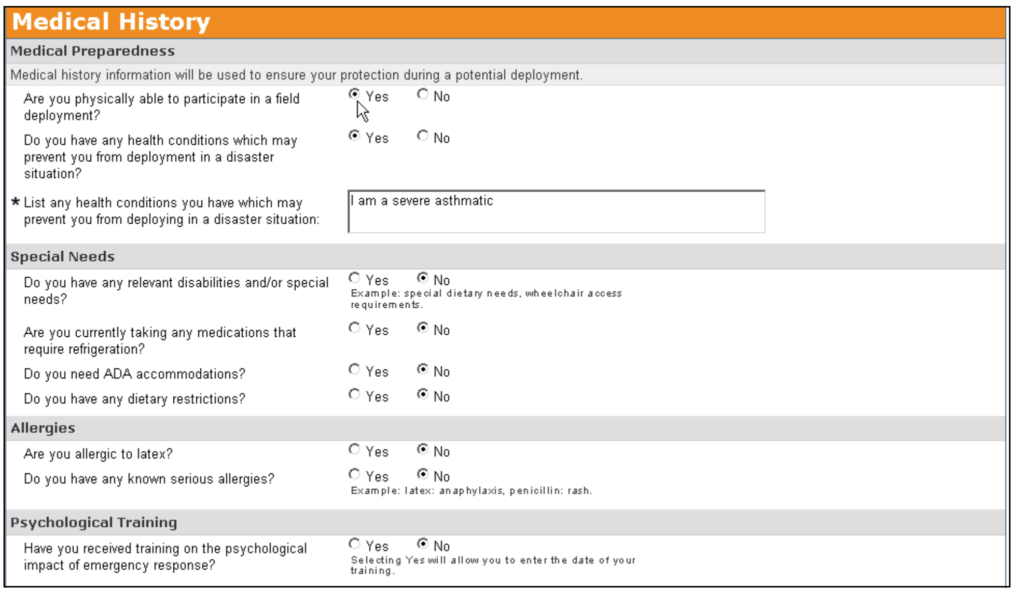
To change your medical history

1 Click the Edit Information button.

2 Change the Dose date(s) to display the correct month and year.

Note: *If you are removing a record, set the Dose to Month, Year.*

3 Click the Save Changes button.



Medical History

Medical Preparedness

Medical history information will be used to ensure your protection during a potential deployment.

Are you physically able to participate in a field deployment?	Yes No
Do you have any health conditions which may prevent you from deployment in a disaster situation?	Yes No
* List any health conditions you have which may prevent you from deploying in a disaster situation:	I am a severe asthmatic

Special Needs

Do you have any relevant disabilities and/or special needs?	Yes No Example: special dietary needs, wheelchair access requirements.
Are you currently taking any medications that require refrigeration?	Yes No
Do you need ADA accommodations?	Yes No
Do you have any dietary restrictions?	Yes No

Allergies

Are you allergic to latex?	Yes No
Do you have any known serious allergies?	Yes No Example: latex: anaphylaxis, penicillin: rash.

Psychological Training

Have you received training on the psychological impact of emergency response?	Yes No Selecting Yes will allow you to enter the date of your training.

Figure F: Edit Medical History

Account Settings

All responders and administrators within CORES have the ability to change certain settings within their account from the Account Settings page.

Click the Account Settings link in the secondary navigation bar under the My Profile tab to access the Accounts Settings page. The tables that follow describe the access rights, options, and definitions for each section.

To edit account settings

1. Select or enter the information in the category you wish to change.
2. Click the Change button in the appropriate section (see Figure G: Account Setting).

Table 4: Account Status Options

ACCOUNT STATUS	DEFINITION
Active	Active accounts are available to authorized system administrators. Responders with active accounts will be eligible to be contacted for emergency deployments and receive notifications related to potential emergency activations and deployments.
Inactive	Inactive accounts will be available to authorized system administrators, however, they will NOT be considered for or contacted about potential emergency activations and deployments. Responders with inactive accounts may receive non-emergency notifications related to the status of their account.
Closed	Closed accounts are not able to log in or receive notifications. NOTE: The Close option is only available to administrators through a user’s Administrative User Profile (AUP).

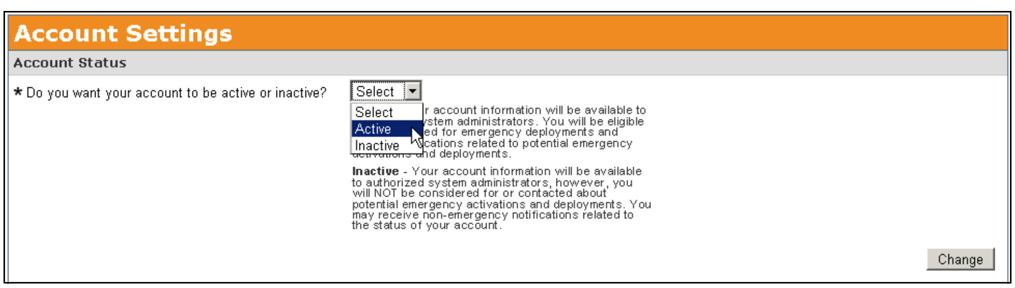


Figure G: Account Setting

> ***Important:*** *An account can only be closed by an administrator. Contact your administrator to close an account.*

Photo Options

Displays responder's current photo. The photo must be in GIF or JPEG format no larger than 150 x 120 pixels. Maximum file size is 600 KB.

> ***Important:*** *Only administrators can upload photos. Please contact your administrator to have your photo uploaded.*

Role Options

Each user of CORES is assigned a role which controls what that person can see or do. The following table shows the different types of roles and their general access rights and restrictions.

> ***Important:*** *Please contact your administrator to have your role changed.*

Table 5: Role Types and System Access

ROLE TYPE	ACCESS
Responder	Can create and update personal profile information. Able to view mission information when assigned, ability to view messages, can only create notifications to administrators.
Local Administrator	Can create missions, notifications, and accept or reject responders only within their respective unit.
Regional Administrator	Same abilities as local administrators with enhanced access for multiple units.
System Coordinator	Complete system access.
Call Center Operator	Can view all missions and send messages.

Change Username

Change username by typing in a new one and clicking the Change button (see Figure H: Changing Username and Password).

Change Password

This Change Password section is for changing your own password only.

Change your password by typing in the current password. Then type in a new password and retype the new password to verify. Click the Change button to complete the password change process (see Figure H: Changing Username and Password).

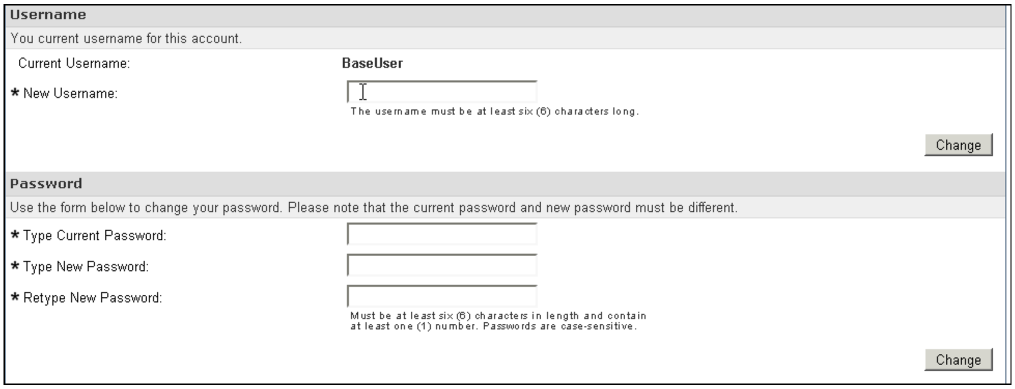


Figure H: Changing Username and Password

Secret Question and Answer Options

The secret question and answer is a mechanism to identify and verify users who are trying to recover a lost password.

Table 6: Secret Questions

SAMPLE QUESTIONS
What is the name of your first school?
What is your father's middle name?
What is your mother's maiden name?
What is your pet's name?
What street did you grow up on?

The secret question and answer will never display in a user's profile. A user can change it by following the steps below.

To change the secret question and answer

1. Select a question from the drop down menu.
2. Click the Change button.
3. Enter an answer to the question.

Display Preference Options

Display preference options change the number of items that display for a single inquiry.

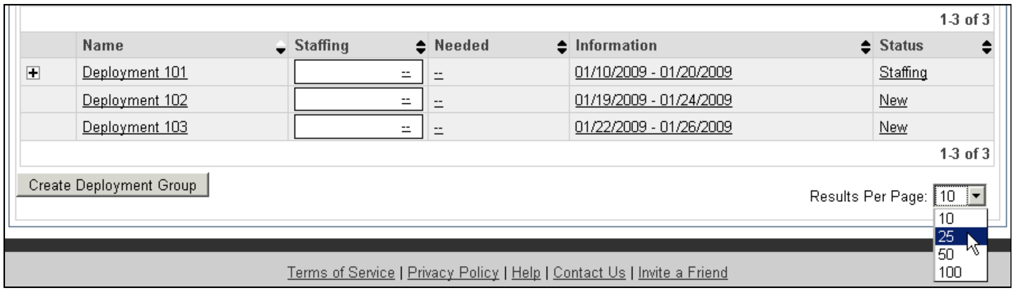


Figure I: Table Results per Page

When table results per page is changed on a table view page (see Figure I: Table Results per Page), the table display will return to the system default when the page is refreshed. To change the table results per page preference site-wide, use the Account Settings display preference (see Figure J: Account Settings, Table Display Preferences).

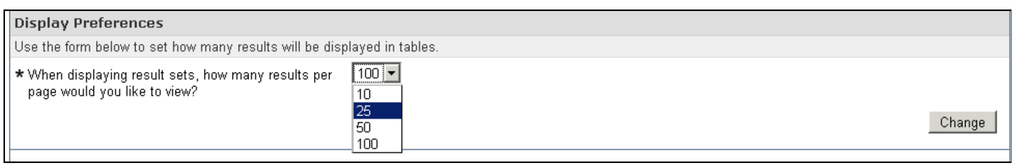


Figure J: Account Settings, Table Display Preferences

RESPONDER

Responder Home

When registered as a responder in CORES, all subsequent logins will take you to the home page (see Figure A: Responder Home). From here, make any changes to identity or personal information as well as deployment preferences by clicking on the My Profile tab. Also view a missions summary, and any new messages that have been delivered to the account.

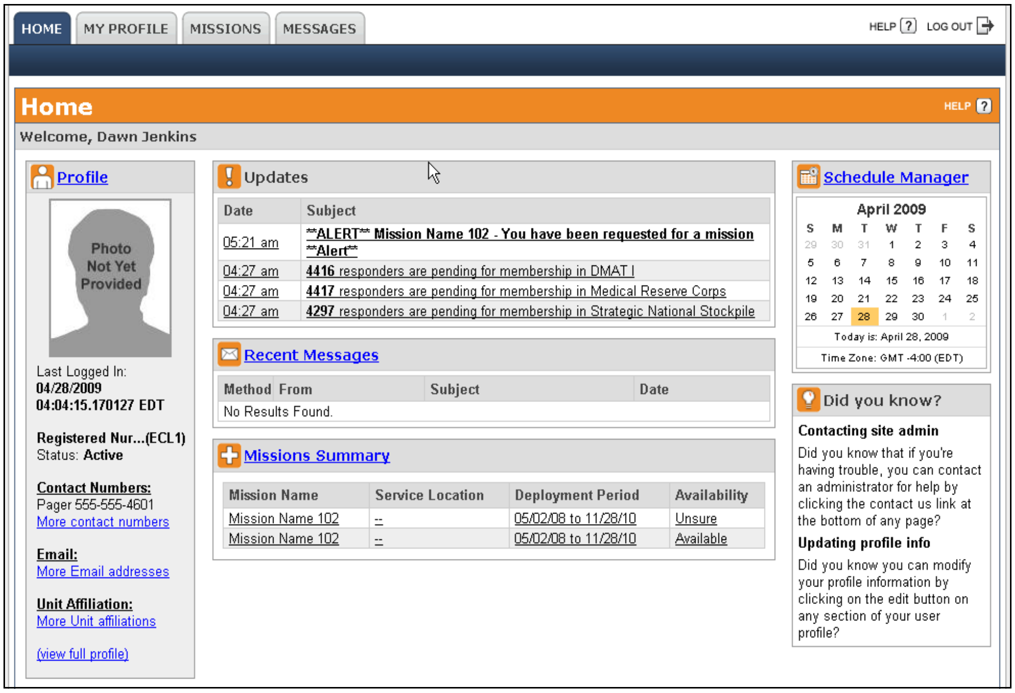


Figure A: Responder Home

This page contains a mini-summary of deployment preferences, newest messages, your mission schedule, and assigned missions for the logged-in user. There are also links to edit the account status, deployment preferences of the account, and other personal profile information.

There is a “Did you know?” area in the lower right corner of the home page. This area will contain helpful tips on using the site.

Missions

When a mission is created by an administrator, the administrator will search for certain professions and skills. If your profession and skills match an administrative search, you will be sent a mission request. To respond to a mission request, click the Missions tab.

Respond Now

When the Respond Now page has loaded, pertinent details regarding your missions will be available. Click on the blue Details link to view and edit information such as the deployment dates, schedule and shifts, locations, your availability, and role (Figure A: Respond Now).

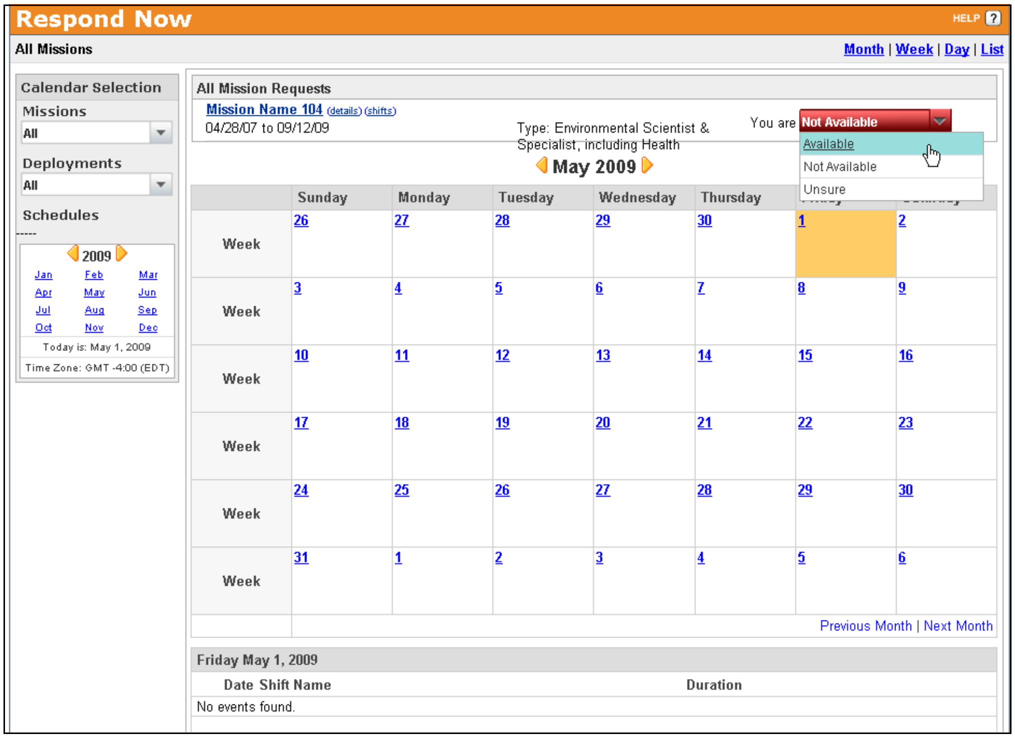


Figure A: Respond Now

An Administrator creates the mission and sends a deployment request. The responder receives the request and can mark themselves as Available, Not Available, or Unsure.

The Administrator rosters the responders to the deployment and creates a shift. The shift appears on the Respond Now calendar page for the responder. The responder marks themselves as Available and the administrator schedules the responder for the shift (Figure B: Shift Availability).

To mark availability for a shift

1. From the Respond Now screen, use the drop down menu to the right of the mission name.
2. Select Available from the menu.
3. Click the Save Changes button.

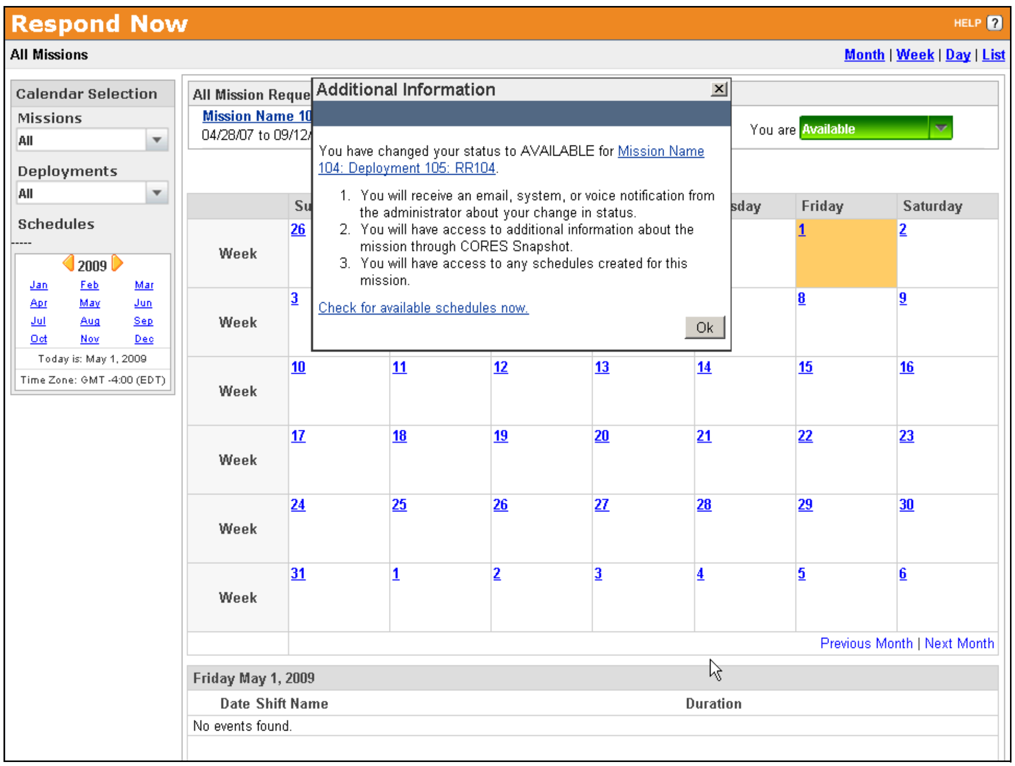


Figure B: Shift Availability

To cancel a scheduled shift

> ***Important:*** *Once an administrator officially schedules you for a shift, it can not be canceled using the system. You must contact the shift scheduler or administrator via phone and have yourself manually removed from the scheduled shift.*

Mission Notifications

When an administrator selects a responder for a mission, the responder will receive a notification regarding availability.

The following table shows sample notifications and responses.

Table 1: Sample Notifications

TYPE	SAMPLE
Email	Sample Message: [responder name], [This is the part of the message that can be customized.] !!! You may respond by doing one of the following: !!! * Call 1-800-823-1167 and use Notification ID 235894122. * Reply to this email with the corresponding number to your response on the top line within the body of the email, e.g., 1 for indicating that you wish to use response option 1. Option# Response: 1 I am available to participate 2 I am not available to participate 3 I am unsure whether I am available to participate Thank you, [initiator's name] Sample Response: 1
Voice	Phone Notification System to Human: Hello, this is an urgent message for [responder name] from [initiator's name]. Please select from the following options: - I am [responder name], please deliver my message now, press 1. - Please hold while I get [responder name], press 2. - [Responder name] is not here now, press 3. - You have reached the wrong number, there is no [responder name] at this number, press 9. - Press "0" to hear this message again. Phone Notification System to Answering Machine: This message is for [responder name] from [initiator's name]. [This is the part of the message that can be customized.] Call 1-800-000-0000 and use Notification ID [inserted ID #] Good Bye
Pager	- Respond using your two-way pager or call 1-800-000-0000 using [ID#] - To respond call 1-800-000-0000
Fax	- Please call 1-800-000-0000 to retrieve your message. - Please call 1-800-000-0000 and use [ID#] to retrieve your message.
SMS/Text	[This is the part of the message that can be customized.] Please call 1-800-000-0000 and use [ID #]

My Tracking

Click on the My Tracking tab in the secondary navigation to view tracking information. This table will display location, time stamps, statuses, and notes for any missions in which you have participated (Figure C: My Tracking).

The tracking function is available to edit on a responder's Administrative User Profile (AUP) screen. Only an administrator has access a responder's AUP.

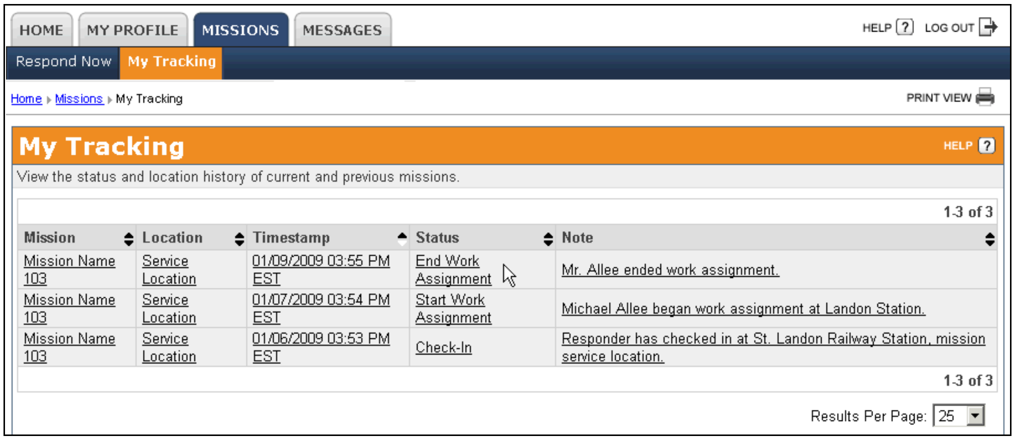


Figure C: My Tracking

The table that follows indicates the statuses available for tracking.

Table 2: Responder Tracking Status Options

STATUS	DEFINITION
Mobilization	En route to mission, not yet arrived.
Check-In	Arrived at mission, accounted for.
Start Work Assignment	Work on mission in progress.
End Work Assignment	Work on mission complete.
Check-Out	Work on mission complete and beyond checkout point.
Demobilization/Arrive Home	Deployment complete available for rostering again.
Reassigned	Transferred to another deployment/mission.

6

Messages

A responder can send secure internal messages to administrators only.

Inbox

Click on the Messages tab to access the Inbox. Messages relating to missions, deployments, and other miscellaneous tasks can be found here. All messages can be sorted by method, sender, subject, and date (see Figure A: Message Inbox) by clicking on the corresponding table header.

Selecting and deleting messages in Sent Items and Drafts are the same as selecting and deleting messages from the Inbox. See Messages: Trash, To delete messages for directions on how to select and delete messages.

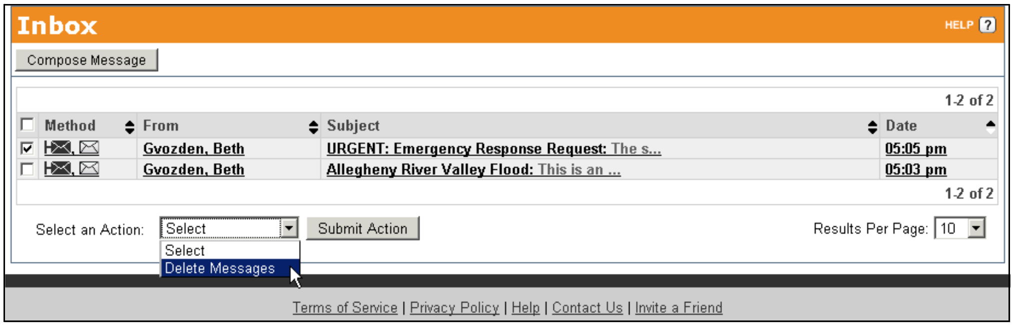


Figure A: Message Inbox

This table contains definitions for the icons that appear on the Inbox screen.

Table 1: Message Options Icons

ICON	MESSAGE TYPE	DEFINITION
	**Internal**	An internal message is only sent through CORES.
	**Email**	An email message is one that is sent to a responder’s email address.
	**Voice Notification**	A voice notification is processed through an external system to place a phone call or text message to the responder’s phone.

To compose a new message

1 Click on the Compose Message button.

2 Click on the Add Recipients button to view a list of administrators and coordinators (see Figure B: Compose Message). Messages can only be sent to administrators and coordinators.

3 Select the checkbox next to the name to add the recipient then click on the Add Administrative Recipients button.

   Note: Responders can only communicate with administrators and coordinators through the CORES message system.

4 Fill in subject and message text.

5 Click the Send Message button to send the message or save it in the drafts folder or click on the Cancel button to cancel the action.

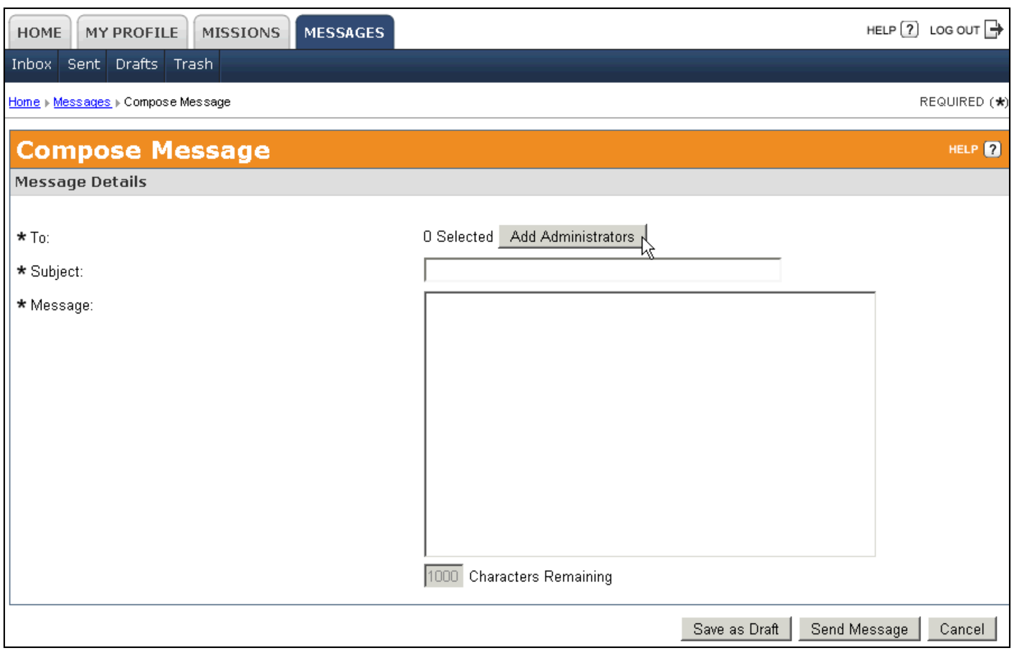


Figure B: Compose Message

Sent

Copies of all sent messages are stored here and can be accessed by clicking on the Sent link in the secondary navigation bar.

Drafts

If you are unable to complete the message at any time after the subject and message screen, a copy of the unsent message can be saved to the Drafts folder by clicking on the Save as Draft button. Access drafts by clicking on the Draft link in the secondary navigation bar.

Trash

To delete messages

1 Click the checkbox next to a specific message or select all messages by choosing the select all checkbox in the table header.

2 Select the Delete Messages action from the drop down menu.

3 Click the Submit Action button (see Figure C: Delete Messages).

Note: *Messages moved to Trash can be restored to the Inbox or permanently purged from the system.*

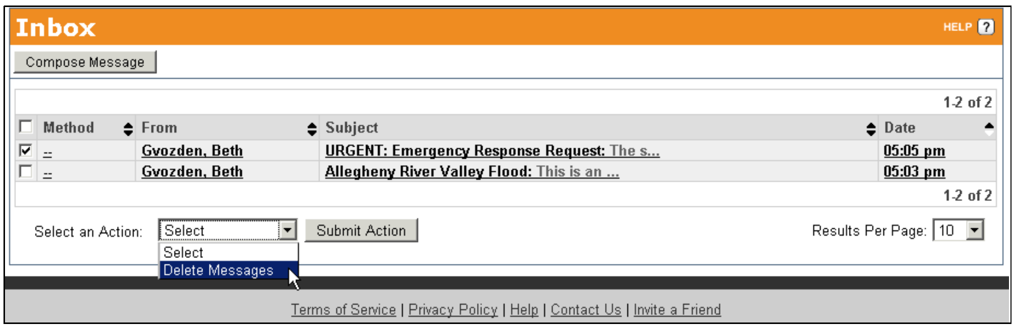


Figure C: Delete Messages

To permanently delete and restore messages

1 From Trash, click the checkbox next to a specific message or select all messages by choosing the select all checkbox in the table header.

2 Select the Restore or Select Messages Permanently action from the drop down menu.

3 Click the Submit Action button (see Figure D: Select Messages Permanently and Restore Messages).

4 Restored messages will be moved to the Inbox and deleted messages will be permanently deleted from the system.

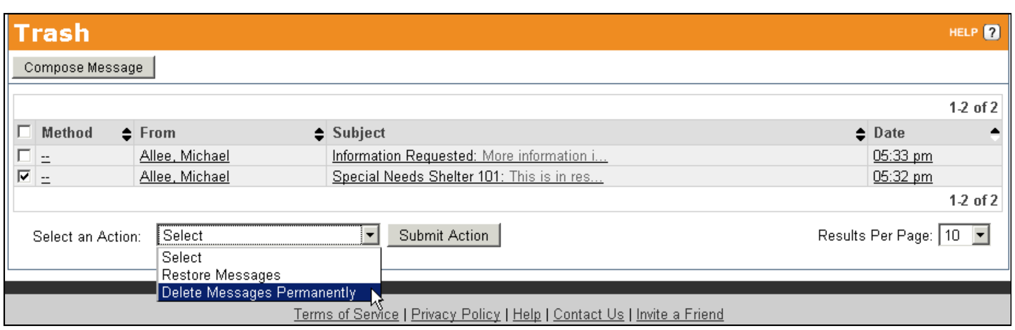


Figure D: Select Messages Permanently and Restore Messages

Index

RESPONDER

RESPONDER